

302294-2026 - Result

Norway – Software package and information systems – Crisis Support Tool

OJ S 85/2026 04/05/2026

Contract or concession award notice – standard regime

Supplies

1. Buyer

1.1. Buyer

Official name: Departementenes sikkerhets- og serviceorganisasjon

Email: marthe-emilie.askvig@dss.dep.no

Legal type of the buyer: Public undertaking

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Crisis Support Tool

Description: The Norwegian Government Security and Service Organisation (DSS) wishes to enter into a joint framework agreement for the Joint Ministries (see point 1.2.1) for the provision of a crisis support tool. The contracting parties need an unclassified crisis support tool that supports effective handling of crises and events across entities. The tool shall i.a. include the following functional needs: • Logging of events and decisions. • Internal and external messages. • Notority in event handling and documentation. • Media management, including overview and response. • Security log • Plan and instructions for the crisis organisation. • Access management of user level. • Interaction between actors (including external) and levels • Case handling for registration of travel, exercises, deviations and other cases. • Reiseresistering.no for Norwegian citizens travelling. • Integrations with Microsoft, NOARK systems, DSF, Reiseklar appen, SAP. • Risk assessment in accordance with Norwegian standards 5814/5832 and ISO 31000

Procedure identifier: d8f031df-d793-4b89-8625-b6bb9e19e5ff

Previous notice: 4632ba37-5de5-4751-92be-564cd60c03a8-01

Internal identifier: 26/126

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Supplies

Main classification (cpv): 48000000 Software package and information systems

Additional classification (cpv): 48219000 Miscellaneous networking software package, 48219300 Administration software package, 48220000 Internet and intranet software package, 48331000 Project management software package, 48730000 Security software package

2.1.2. Place of performance

Country: Norway

Anywhere in the given country

2.1.2. Place of performance

Country subdivision (NUTS): Oslo (NO081)

Country: Norway

2.1.3. Value

Estimated value excluding VAT: 12 000 000,00 NOK

2.1.4. General information

Legal basis:

Directive 2014/24/EU

5. Lot

5.1. Lot: LOT-0000

Title: Crisis Support Tool

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5.1.2. Place of performance

Country: Norway

Anywhere in the given country

5.1.2. Place of performance

Country subdivision (NUTS): Oslo (NO081)

Country: Norway

5.1.3. Estimated duration

Duration: 48 Months

5.1.5. Value

Estimated value excluding VAT: 12 000 000,00 NOK

5.1.6. General information

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): yes

5.1.10. Award criteria

Criterion:

Type: Price

Name: Price

Description: See the tender documentation for further details.

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 40

Criterion:

Type: Quality

Name: Solution

Description: See the tender documentation for further details.

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 50

Criterion:

Type: Quality

Name: Establishing and managing

Description: See the tender documentation for further information.

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 10

5.1.15. Techniques**Framework agreement:**

No framework agreement

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Review organisation: Oslo Tingrett

Information about review deadlines: See the tender documentation.

6. Results

Value of all contracts awarded in this notice: 12 000 000,00 NOK

6.1. Result lot identifier: LOT-0000

Winner selection status: At least one winner was chosen.

6.1.2. Information about winners**Winner:**

Official name: F24 NORDICS AS

Tender:

Tender identifier: Krisestøtteverktøy - F24 NORDICS AS

Identifier of lot or group of lots: LOT-0000

Value of the tender: 12 000 000,00 NOK

Subcontracting: No

Contract information:

Identifier of the contract: Krisestøtteverktøy - F24 NORDICS AS

Date of the conclusion of the contract: 28/04/2026

6.1.4. Statistical information**Summary of the review requests the buyer received:**

Number of complainants: 0

Received tenders or requests to participate:

Type of received submissions: Tenders submitted electronically

Number of tenders or requests to participate received: 1

8. Organisations

8.1. ORG-0001

Official name: Departementenes sikkerhets- og serviceorganisasjon

Registration number: 974 761 424

Postal address: Postboks 8129 Dep

Town: Oslo

Postcode: 0032

Country subdivision (NUTS): Oslo (NO081)

Country: Norway

Contact point: Marthe Emilie Askvig

Email: marthe-emilie.askvig@dss.dep.no

Telephone: +47 22249090

Internet address: <https://www.dss.dep.no>

Buyer profile: <https://eu.eu-supply.com/ctm/company/companyinformation/index/275688>

Roles of this organisation:

Buyer

8.1. ORG-0002

Official name: Oslo Tingrett

Registration number: 974 761 424

Postal address: Postboks 2106 Vika

Town: Oslo

Postcode: 0125

Country subdivision (NUTS): Oslo (NO081)

Country: Norway

Contact point: Marthe Emilie Askvig

Email: oslo.tingrett@domstol.no

Telephone: +47 22035200

Internet address: <http://www.domstol.no/otir>

Roles of this organisation:

Review organisation

8.1. ORG-0003

Official name: F24 NORDICS AS

Size of the economic operator: Medium

Registration number: F24 NORDICS AS

Postal address: Sluppenvegen 6

Town: Trondheim

Postcode: 7037

Country subdivision (NUTS): Oslo (NO081)

Country: Norway

Email: nordics.mail@f24.com

Telephone: +47 40001908

Roles of this organisation:

Tenderer

Winner of these lots: LOT-0000

Notice information

Notice identifier/version: ef33a81e-66e8-4e58-8f04-30fe48ab6f21 - 01

Form type: Result

Notice type: Contract or concession award notice – standard regime

Notice subtype: 29

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