

## 304653-2026 - Competition

**Norway – Software-related services – Welfare technology system for institutions and service recipients in residences with the accompanying response centre service and products.**

**OJ S 86/2026 05/05/2026**

**Contract or concession notice – standard regime**

**Services**

### 1. Buyer

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#### 1.1. Buyer

Official name: Ringsaker kommune

Email: [anho@ringsaker.kommune.no](mailto:anho@ringsaker.kommune.no)

Legal type of the buyer: Body governed by public law, controlled by a local authority

Activity of the contracting authority: General public services

### 2. Procedure

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#### 2.1. Procedure

Title: Welfare technology system for institutions and service recipients in residences with the accompanying response centre service and products.

Description: The procurement includes: A joint SaaS platform for administration, operation and alarm reception Welfare technological units and sensors for service recipients in residences (approx. 1,000 private residences and 16 shared housing)Welfare technological units and sensors for 5 out of 7 nursing homes, with an option for the last two if the existing system cannot be transferred to the offered platform as well as a respite care centre. Response centre service for safety alarms (the home service) Training and supportOption on the replacement of welfare technological units and sensors for service recipients in private housingOption on door control on kms tømmerli Agreement applies to Ringsaker municipality's health and care services, including home services, 16 shared housing with approx. 100 users and institutions (7 pcs). Site inspection KMS Tømmerli: Tuesday 12.5.2026, 09.00 - 11.00. Meet at 09:00 at the main entrance. No registrations. Site inspections cannot be executed outside this point in time. Presentation days for tenders: Tuesday and Wednesday 9 - 10.6.2026. Tenderers must set aside both days. Invitations will be sent out after the tender deadline.

Procedure identifier: 402d6324-f251-4132-8d40-ed8ed4ea9510

Internal identifier: 2026/7944

Type of procedure: Open

The procedure is accelerated: no

Main features of the procedure: Contract formNS 8407 for installations at nursing homes and housing communitySSA-L 2026 for a platform solution, Contract for replacing welfare technological units and sensors for service recipients in private residences Contract for the response centre service Framework agreement for the hire and purchase of productsAbsoluted value of the procurement is NOK 100,000 excluding VAT. 50.000.000

##### 2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72260000 Software-related services

Additional classification (cpv): 33195000 Patient-monitoring system, 33196000 Medical aids, 33196100 Devices for the elderly, 33196200 Devices for the disabled, 35125100 Sensors,

45314000 Installation of telecommunications equipment, 48814000 Medical information systems, 80511000 Staff training services, 85312000 Social work services without accommodation

#### **2.1.2. Place of performance**

Country subdivision (NUTS): Innlandet (NO020)

Country: Norway

#### **2.1.3. Value**

Estimated value excluding VAT: 30 000 000,00 NOK

#### **2.1.4. General information**

##### **Legal basis:**

Directive 2014/24/EU

Anskaffelsesforskriften - Above the EEA threshold

#### **2.1.6. Grounds for exclusion**

Sources of grounds for exclusion: European Single Procurement Document (ESPD)

## **5. Lot**

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### **5.1. Lot: LOT-0000**

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#### **5.1.2. Place of performance**

Country subdivision (NUTS): Innlandet (NO020)

Country: Norway

### 5.1.3. Estimated duration

Duration: 36 Months

### 5.1.5. Value

Estimated value excluding VAT: 30 000 000,00 NOK

### 5.1.6. General information

#### Reserved participation:

Participation is not reserved.

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): no

### 5.1.9. Selection criteria

Sources of selection criteria: European Single Procurement Document (ESPD)

### 5.1.10. Award criteria

#### Criterion:

Type: Quality

Name: Quality - Solution proposal for KMS Tømmerli 30.0%

Description: The Municipal Medisian Centre (KMS) Tømmerli is considered by the Contracting Authority to be the nursing home, where a new welfare technological system shall first be installed. The solution proposal for this nursing home is therefore included in the evaluation and the stated implementation plan under the quality criteria "Plan for establishment /implementation of the Agreement" will be binding for the tenderer. The tenderer will be completely responsible for planning, coordinating and implementing the delivery at KMS Tømmerli, including ICT installation, cabling and commissioning of welfare technological equipment and infrastructure. The delivery is entirely regulated by NS 8407 and the accompanying annexes. The tenderer is obliged to indemnify Ringsaker municipality for requirements from sub-suppliers, installers and third parties in connection with the execution of the delivery at KMS Tømmerli. The Customer will, under this criteria, judgementally assess the tenderer's solution proposal for KMS Tømmerli, against the needs description for the unit /property. The customer will, under the assessment, particularly emphasise how the offered system supports employee work flow and the patients' needs. The tenderer shall also present the offered system per team. The presentation shall be uploaded with the tender. The maximum presentation time is 60 minutes. The presentation will be taken up and transcribed by the Contracting Authority. If the tenderer in the presentation informs about information that has not been written in the tender, this information will not be emphasised when evaluating the tenders, as this will result in improvements to the already submitted tender. Documentation Solution proposal for KMS Tømmerli Presentation of the offered system that shall be used during the presentation meeting.

#### Criterion:

Type: Price

Name: Price

Description: The tenderer's tender price, the total sum under the tab "Products", forms the basis for any price mark-up when the tenderer does not achieve the highest score on the quality criteria, cf. the Annex General regarding the procurement point 4.2 Evaluation Method. Documentation Tenderers shall upload in point 10.1 under the tab "Requirements": Completed price form Detailed price offers for the implementation plan Detailed price offer for the solution proposal at KMS Tømmerli, including an option for door control. Detailed price offer for an option on replacing safety technology at service recipients in private residences. Detailed price offer for an option on preparing safety foil for service recipients in private residences. Detailed

price offer for the offered platform system. Detailed price offers for SLA Detailed price offers for training The detailed tender must include all elements included in the offered system/price line in the annex Price Form Welfare Technology.

**Criterion:**

Type: Quality

Name: Quality - Plan for the establishment/implementation of the Agreement 20 %

Description: Under this criteria, the tenderer's plan for the implementation will be judgementally assessed. The contracting authority considers that it is very important that the establishment/implementation of the Contract is carried out in a professional and structured manner with clear role distribution and good progress in an operation situation with continual service provision. The tenderer shall prepare a plan for the implementation of the Agreement, c.f. The contract's point 4.1. The plan shall as a minimum contain: Generic detailed progress plan for Implementation of a platform system Implementation of the response centre service. KMS Tømmerli Overview of key personnel, including roles, responsibilities and authority for the different progress plans. Information on any sub-suppliers/third-party suppliers, as well as an account of the role, responsibility and authority. The contracting authority's role and responsibility in the different progress plans. Five milestones that ensure that the Customer intends, cf. the tab "Requirement" point 1.1 - these milestones, day fines will be attached to Other elements that the tenderer believes are important in the implementation of the agreement Documentation The plan for the establishment/implementation with the accompanying annexes shall be uploaded under the tab 'Requirements' point 10.3

**Criterion:**

Type: Quality

Name: Quality - offered system 20 %

Description: Under this criteria, the Customer will judge on the offered platform system's user friendliness and the offered products' possible additional fulfilment of minimum requirements (required functions and any other relevant functions beyond the minimum requirements). The tenderer's response to the Contracting Authority's needs/requirement specifications will form the basis for the evaluation. The contracting authority reserves the right to request a demo user for the offered platform system if needed. The demo user will, in such cases, only be used to check the service provider's provided information. The following robustness properties will be assessed separately during the evaluation of the products: Assortment breadth and depth Generally for all products Degree of water tightness of units exposed to humidity Battery capacity of the elements in the system (sensors, wireless switches etc.) Robustness against breakage Expected lifetime and operational reliability over time Documentation The tenderer's response under the tab "Requirements" will form the basis

Description of the method to be used if weighting cannot be expressed by criteria: See below

**5.1.11. Procurement documents**

Languages in which the procurement documents are officially available: Norwegian

Deadline for requesting additional information: 27/05/2026 10:00:00 (UTC+00:00) Western European Time, GMT

Address of the procurement documents: <https://permalink.mercell.com/281349455.aspx>

**5.1.12. Terms of procurement**

**Terms of submission:**

Electronic submission: Required

Address for submission: <https://permalink.mercell.com/281349455.aspx>

Languages in which tenders or requests to participate may be submitted: Norwegian

Electronic catalogue: Not allowed

Advanced or qualified electronic signature or seal (as defined in Regulation (EU) No 910/2014) is required

Variants: Not allowed

Deadline for receipt of tenders: 03/06/2026 10:00:00 (UTC+00:00) Western European Time, GMT

Duration during which the tender must remain valid: 4 Months

**Information about public opening:**

Opening date: 03/06/2026 10:00:00 (UTC+00:00) Western European Time, GMT

**Terms of contract:**

The execution of the contract must be performed within the framework of sheltered employment programmes: No

Electronic invoicing: Required

Electronic ordering will be used: yes

Electronic payment will be used: yes

**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: Hedmarken og Østerdal tingrett

Information about review deadlines: In the award letter

Organisation providing more information on the review procedures: Hedmarken og Østerdal tingrett

## 8. Organisations

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**8.1. ORG-0001**

Official name: Ringsaker kommune

Registration number: 864950582

Postal address: Postboks 13

Town: BRUMUNDDAL

Postcode: 2381

Country subdivision (NUTS): Innlandet (NO020)

Country: Norway

Contact point: Ann Marit Holumsnes

Email: [anho@ringsaker.kommune.no](mailto:anho@ringsaker.kommune.no)

Telephone: +47 62335000

Internet address: <http://www.ringsaker.kommune.no>

**Roles of this organisation:**

Buyer

**8.1. ORG-0002**

Official name: Hedmarken og Østerdal tingrett

Registration number: 935364892

Town: Hamar

Postcode: 2326

Country subdivision (NUTS): Innlandet (NO020)

Country: Norway

**Roles of this organisation:**

Review organisation

Organisation providing more information on the review procedures

**Notice information**

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Notice identifier/version: 38de16de-db50-4807-bdc3-00306bf9c5e3 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

Notice dispatch date: 30/04/2026 16:12:22 (UTC+00:00) Western European Time, GMT

Notice dispatch date (eSender): 30/04/2026 16:24:13 (UTC+00:00) Western European Time, GMT

Languages in which this notice is officially available: English

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