

343841-2026 - Competition

Norway – IT services: consulting, software development, Internet and support – ESM platform with a system for user enquiries - Stage 1 - Qualification

OJ S 96/2026 20/05/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Stortinget

Email: innkjop.postmottak@stortinget.no

Legal type of the buyer: Public undertaking

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: ESM platform with a system for user enquiries - Stage 1 - Qualification

Description: The Norwegian Parliament's current system for handling user enquiries, Footprints, is nearing the end of its technological lifetime and it no longer fulfils the requirements for modern, secure and effective case handling. For the users, the current situation means that enquiries need to be directed through several different channels – such as Footprints, email, telephone, SMS and physical attendance – which creates uncertainty as to where to address, who is following up, and what the status of the case is. In order to meet these challenges, the project New System for User Enquiries was established with the aim of acquiring and introducing a modern ESM platform (Enterprise Service Management), in which a new system for user enquiries is established as the first system on the platform. An ESM platform will not only replace Footprints, but at the same time give the Norwegian Parliament a common technological foundation for several types of work processes in the long term. Thus, the project addresses both the need for a new user enquiry system and the strategic need to ensure growth when the organisation is ready for it. The aim is to use a system that is secure, scalable and based on standardised processes and integrations. The platform approach facilitates further digitalisation, better data quality and more fact-based decisions. It also supports the Norwegian Parliament's need for efficiency, automation and overall management information. Future situation When the system is implemented, the Norwegian Parliament has adopted a flexible and scaleable platform that supports user enquiries as the first process, but which is also rigged to handle several work processes over time. The platform enables gradual development where the Norwegian Parliament itself manages the tempo, at the same time that the tenderer contributes with the necessary competence for configuration, development and implementation and its best practice and experience from other customers. The system is integrated with other systems through standard APIs/connectors and it provides a joint framework for processes and data basis. This provides consistent information across your organisation, improved data quality and management information, as well as support for fact-based priorities and strategic planning. Stortingets administrasjon gets a modern, comprehensive and user friendly platform that improves both internal work flow and the experience for the users. Unified processes and a common user interface contribute to fewer errors, better experiences and more efficient work flow. The system also facilitates increased

automation and digitalisation, and over time cost reductions are achieved by having several processes gathered in one platform, as well as security and privacy strengthened and the Starting now has a strong technological foundation that can be further developed gradually, scaled as needed and used across the organisation to support future digital needs and innovation. The procurement will be carried out with SSA-Sky as the contract basis and it is assumed that the system is delivered as a standardised cloud system (SaaS). This means that functionality, further development, security and operation are mainly safeguarded through the tenderer's established service model and standard updates. The described needs are based on experiences with the current Footprints system and the established ITSM processes, while also reflecting the Norwegian Parliament's need and ambition for further development within a modern cloud based service model. The requirement descriptions cover both direct support for established ITSM processes, such as Incident, Request, Change and Problem Management, as well as transverse needs such as joint entrance, dialogue, notifications, search, reporting, security, compliance and management. Combined, the needs shall provide a flexible possibility room where processes, services and applications can be configured, combined and further developed over time, also for new needs and services that are not currently fully known. The needs are formulated as business and functional needs, and not as detailed technical specifications. This has been done so that the Tenderer can offer systems that are primarily based on standard functionality in the cloud platform, in accordance with the principles in SSA-Sky. Both the current need and new or changed needs arising in the contract period The service provider shall, in their tender, describe how the system supports the needs within the framework of an SSA-Sky delivery, including how management, security, availability and further development are safeguarded throughout the contract period. The Norwegian Parliament sees a need for a solution that also allows for development and adaptation in the contract period. The descriptions of the needs are therefore formulated technology neutral and process independent, so that they can be covered through the tenderer's standard functionality, configuration and further development - both for the current use and for new needs that may arise. Tenderers shall describe in their tender how their solution: covers the Norwegian Parliament's need in a comprehensive manner supports established ITSM processes that provide low risk, high management friendly and good further development possibilities in accordance with SSA-Sky

Procedure identifier: ef0e33d8-fa8b-42fb-a506-463926cc7e16

Internal identifier: 2025/8901

Type of procedure: Negotiated with prior publication of a call for competition / competitive with negotiation

The procedure is accelerated: no

Main features of the procedure: ESM platform with a system for user enquiries.

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support

Additional classification (cpv): 48000000 Software package and information systems, 48517000 IT software package, 72200000 Software programming and consultancy services, 72260000 Software-related services

2.1.2. Place of performance

Country subdivision (NUTS): Oslo (NO081)

Country: Norway

2.1.4. General information

Legal basis:

Directive 2014/24/EU

Anskaffelsesforskriften - Negotiated procedure. The first phase is qualification and the second phase is a competition. All relevant documents are available in both phases. A RFI has been carried out before the outset of competition: <https://www.doffin.no/notices/2026-104558>

2.1.6. Grounds for exclusion

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

5. Lot

5.1. Lot: LOT-0000

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5.1.2. Place of performance

Country subdivision (NUTS): Oslo (NO081)

Country: Norway

5.1.3. Estimated duration

Start date: 30/10/2026

Duration end date: 31/10/2036

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): yes

5.1.9. Selection criteria

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

Information about the second stage of a two-stage procedure:

Minimum number of candidates to be invited for the second stage of the procedure: 3

Maximum number of candidates to be invited for the second stage of the procedure: 4

The procedure will take place in successive stages. At each stage, some participants may be eliminated

The buyer reserves the right to award the contract on the basis of the initial tenders without any further negotiations

5.1.11. Procurement documents

Languages in which the procurement documents are officially available: Norwegian

Address of the procurement documents: <https://permalink.mercell.com/281577992.aspx>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://permalink.mercell.com/281577992.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 requests to participate: 22/06/2026 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: Oslo tingrett

Information about review deadlines: See the tender documentation and loa/FOA

Organisation providing more information on the review procedures: Oslo tingrett

8. Organisations

8.1. ORG-0001

Official name: Stortinget

Registration number: 971524960

Postal address: Karl Johans gate 22

Town: OSLO

Postcode: 0026

Country subdivision (NUTS): Oslo (NO081)

Country: Norway

Contact point: Seksjon for innkjøp

Email: innkjop.postmottak@stortinget.no

Telephone: 23313050

Internet address: <http://www.stortinget.no/>

Roles of this organisation:

Buyer

8.1. ORG-0002

Official name: Oslo tingrett

Registration number: 926725939

Town: oslo

Postcode: 0026

Country subdivision (NUTS): Oslo (NO081)

Country: Norway

Roles of this organisation:

Review organisation

Organisation providing more information on the review procedures

Notice information

Notice identifier/version: 50e2f495-3db8-4fd2-aeb6-71f6ebf011f1 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

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