

599139-2026 - Competition

Norway – IT services: consulting, software development, Internet and support – Strategic consulting, development and operation of network services.

OJ S 167/2026 31/08/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: FORBRUKERTILSYNET

Email: marthe.meese.dolmen@inventura.no

Legal type of the buyer: Central government authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Strategic consulting, development and operation of network services.

Description: The Norwegian Consumer Protection Authority shall enter into a contract with a cooperation partner and a total supplier for strategic consultancy, development and operation of the Norwegian Consumer Protection Authority's network services. The agreement will be divided into three: 1) Provide strategic consultancy related to user friendliness, operation, development and improvement of web sites. The consultancy will primarily be on how we can make better digital services for the users, but can also deal with consultancy services for all of our channels, content production and other adjoining needs. 2) Operate and further develop the existing website. 3) Develop new websites - alternatively restructure the existing website , which in the long term shall. replace one or more of the existing websites. A new website shall then be operated and be further developed in the contract period. It is important for the Norwegian Consumer Protection Authority that the supplier takes an active role in the development and improvement of the websites and the accompanying strategic consulting. The tenderer shall function as a strategic cooperation partner and shall actively present suggestions for improvements to and further development of the website. See the requirement specifications in SSA-D Annex 1 for further information on the contract's extent and content.

Procedure identifier: a1dce91b-ad5a-4a8b-8241-2d8c546b9fce

Internal identifier: 2026/16168

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: See the tender documentation.

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): 72210000 Programming services of packaged software products , 72413000 World wide web (www) site design services, 72415000 World wide web (www) site operation host services, 72420000 Internet development services

2.1.2. Place of performance

Country: Norway

Anywhere in the given country

2.1.3. Value

Estimated value excluding VAT: 15 000 000,00 NOK

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

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

5. Lot

5.1. Lot: LOT-0000

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Options:

Description of the options: The Norwegian Consumer Protection Authority shall have an option for retainer systems in three levels. The Norwegian Consumer Protection Authority can, at any time in the contract period, decide whether the option for retainers shall be taken up and if so, which level. See further information in SSA-D annex 1.

5.1.2. Place of performance

Country: Norway

Anywhere in the given country

5.1.3. Estimated duration

Other duration: Unlimited

5.1.5. Value

Estimated value excluding VAT: 15 000 000,00 NOK

5.1.6. General information

Reserved participation:

Participation is not reserved.

Procurement Project fully or partially financed with EU Funds.

Information about European Union funds:

EU funds programme: Consumer programme (2014/2020)

Identifier of EU funds: 101254316

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

5.1.9. Selection criteria

Sources of selection criteria: Procurement Document

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: 5

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

5.1.10. Award criteria

Criterion:

Type: Price

Name: Price

Description: See the tender documentation.

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

Award criterion number: 40

Criterion:

Type: Quality

Name: Assignment comprehension and solution proposal

Description: See the tender documentation.

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

Award criterion number: 30

Criterion:

Type: Quality

Name: Competence

Description: See the tender documentation.

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

Award criterion number: 20

Criterion:

Type: Quality

Name: Operation and maintenance

Description: See the tender documentation.

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

Award criterion number: 10

5.1.11. Procurement documents

Deadline for requesting additional information: 22/09/2026 10:00:00 (UTC+00:00) Western European Time, GMT

Address of the procurement documents: https://eu.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=460252&TID=200420695&B=

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: https://eu.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=460252&TID=200420695&B=

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

Electronic catalogue: Not allowed

Deadline for receipt of requests to participate: 29/09/2026 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: Nedre Telemark tingrett

Information about review deadlines: See the tender documentation.

Organisation providing additional information about the procurement procedure:

FORBRUKERTILSYNET

Organisation providing offline access to the procurement documents: FORBRUKERTILSYNET

Organisation providing more information on the review procedures: FORBRUKERTILSYNET

8. Organisations

8.1. ORG-0001

Official name: FORBRUKERTILSYNET

Registration number: 974761335

Postal address: Porselensvegen 32

Town: Porsgrunn

Postcode: 3920

Country subdivision (NUTS): Telemark (NO094)

Country: Norway

Contact point: Marthe Meese Dolmen

Email: marthe.meese.dolmen@inventura.no

Telephone: +47 95922802

Internet address: <https://www.forbrukertilsynet.no/>

Buyer profile: <https://eu.eu-supply.com/ctm/company/companyinformation/index/420402>

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

Organisation providing offline access to the procurement documents

Organisation providing more information on the review procedures

8.1. ORG-0002

Official name: Nedre Telemark tingrett

Registration number: 974730499

Postal address: Gjerpens gate 16

Town: Skien

Postcode: 3716

Country subdivision (NUTS): Telemark (NO094)

Country: Norway

Roles of this organisation:

Review organisation

Notice information

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