

600316-2026 - Planning

Norway – Software package and information systems – Market survey - procurement of a debt collection system.

OJ S 168/2026 01/09/2026

Prior information notice or a periodic indicative notice used only for information

Supplies

1. Buyer

1.1. Buyer

Official name: Oslo kommune v/ Økonomi- og forvaltningsetaten

Email: postmottak@okf.oslo.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

2.1. Procedure

Title: Market survey - procurement of a debt collection system.

Description: Introduction Oslo municipality is Norway's largest municipality and is responsible for a broad spectrum of services for the municipality's inhabitants. The collection will be carried out by the Section for Invoices and Collections in the Agency for Finance and is subject to the Agency for Finance. The Agency for Finance and Management was established 1 January 2026 and took over, among other things, assignments that were previously in the Collection Agency. The receivables area handles different types of municipal requirements on behalf of districts, departments, municipal companies and city council departments. A new system must therefore be able to interact between several entities and systems and facilitate efficient work processes, good integrations and an overall management of the recovery process. To provide the market with a better basis for assessing the solution's capacity, scalability and suitability, stated below approximate key figures for the current receivable business: * Number of registered creditors: 3,932 * Number of registered debtors: 1.021.285 * The number of active cases per day: 46,143 * New cases in total 2025: 59,280 * Of which cases transferred via api (the arrow) : 24.406 * Of which cases were transferred from Unit4 etc.: 34.874 Instructions to the RFI We request short and concrete feedback on the proposed requirements, including whether the requirements are feasible and whether there are special considerations or challenges that ought to be considered. The information obtained through the market dialogue will be used as a basis for further work on a possible procurement. Emphasis is put on the fact that this is a provisional document in the preparation and shall not be seen as a completed tender documentation. The content can be changed, supplemented or taken out before any competition is announced. Input that the tenderers provide as a part of the market survey shall not be seen as a tender and will not affect the further process or any future competition. Deadline for feedback The deadline for feedback is 14.09.2026, 12:00. The feedback can be submitted either in the answer box belonging to each requirement, or it is also possible to upload a separate document in the upload field.

Internal identifier: 7681

2.1.1. Purpose

Main nature of the contract: Supplies

Main classification (cpv): 48000000 Software package and information systems
Additional classification (cpv): 48810000 Information systems, 79940000 Collection agency 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

3. Part

3.1. Part: PAR-0000

Title: Market survey - procurement of a debt collection system.

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

Additional classification (cpv): 48810000 Information systems

Additional classification (cpv): 79940000 Collection agency services

3.1.2. Place of performance

Country subdivision (NUTS): Oslo (NO081)

Country: Norway

3.1.6. Procurement documents

Access to certain procurement documents is restricted

Information about restricted documents is available at: <https://app.artifik.no/procurements/7681>

3.1.9. Further information, mediation and review

Review organisation: Oslo tingrett

Organisation providing more information on the review procedures: Oslo kommune v/

Økonomi- og forvaltningsetaten

8. Organisations

8.1. ORG-0001

Official name: Oslo kommune v/ Økonomi- og forvaltningsetaten

Registration number: 935346282

Postal address: Grensesvingen 6

Town: Oslo

Postcode: 0663

Country subdivision (NUTS): Oslo (NO081)

Country: Norway

Contact point: Maja Romic

Email: postmottak@okf.oslo.kommune.no

Telephone: +47 21802180

Internet address: <https://www.oslo.kommune.no>

Buyer profile: <https://www.oslo.kommune.no>

Roles of this organisation:

Buyer

Organisation providing more information on the review procedures

8.1. ORG-0002

Official name: Oslo tingrett

Registration number: 926725939

Postal address: Postboks 2106 Vika

Town: Oslo

Postcode: 0125

Country subdivision (NUTS): Oslo (NO081)

Country: Norway

Email: oslo.tingrett@domstol.no

Telephone: +47 22035200

Internet address: <https://www.domstol.no/no/domstoler/tingrett/oslo-tingrett/>

Roles of this organisation:

Review organisation

8.1. ORG-0003

Official name: Artifik AS

Registration number: 925364967

Postal address: Stortingsgata 12

Town: Oslo

Postcode: 0161

Country subdivision (NUTS): Oslo (NO081)

Country: Norway

Email: support@artifik.no

Internet address: <https://artifik.no>

Roles of this organisation:

Procurement service provider

Notice information

Notice identifier/version: 3bd66df3-c119-4267-8e4d-e2c7e48ede8f - 01

Form type: Planning

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