

610825-2026 - Competition

Norway – IT services: consulting, software development, Internet and support – Procurement - KI Rota 2026

OJ S 171/2026 04/09/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Ålesund kommune

Email: jenny.marie.rorvik@alesund.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: Procurement - KI Rota 2026

Description: The competition is for the delivery of a cloud based tool for working hours and manpower planning.

Procedure identifier: a06833d8-0f4d-4279-9660-dd06e780bffb

Internal identifier: 26/1412

Type of procedure: Open

The procedure is accelerated: no

Main features of the procedure: Open tender contest

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): 48332000 Scheduling software package, 72268000 Software supply services, 72416000 Application service providers

2.1.2. Place of performance

Country: Norway

Anywhere in the given country

2.1.3. Value

Estimated value excluding VAT: 2 400 000,00 NOK

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Notice

Corruption: Is the tenderer himself or a person, who is a member of the tenderer's administration, management or supervisory body or has the competence to represent or control or make decisions in such bodies, by enforceable judgement been convicted of

corruption by a verdict handed down not more than five years ago, or a rejection period determined directly in the judgement that still applies? Corruption as defined in Article 3 of the Convention on Combating Corruption, involving European Communities or European Union member states (EUT C 195 of 25.6.1997, s. 1), and in Article 2, point 1, in the Council's framework decision 2003/568/RIA of 22 July 2003 on combating corruption in the private sector (EUT L 192 of 31.7.2003, p. 54). This rejection reason also includes corruption as defined in national law for the contracting authority or supplier.

Fraud: Is the tenderer himself or a person, who is a member of the tenderer's administration, management or supervisory body or has the competence to represent or control or make decisions in such bodies, at the time a legally convicted of fraud has been convicted of fraud by a verdict handed down not more than five years ago, or a rejection period determined directly in the judgement that still applies?

Money laundering or terrorist financing: Is the tenderer himself or a person, who is a member of the tenderer's administration, management or supervisory body or has the competence to represent or control or make decisions in such bodies, in the event a legal verdict has been convicted of money laundering or financing terrorism by a verdict handed down no more than five years ago, or a rejection period set out directly in the judgement that still applies?

Participation in a criminal organisation: Is the tenderer himself or a person, who is a member of the tenderer's administration, management or supervisory body or has the competence to represent or control or make decisions in such bodies, at the time a legally convicted verdict of participation in a criminal organisation by a verdict handed down no more than five years ago, or a rejection period set out directly in the judgement that still applies? Participation in a criminal organisation as defined in Article 2 of the Council's framework decision 2008/841/RIA of 24 October 2008 on control of organised crime (EUT L 300 of 11.11.2008, p. 42)

Terrorist offences or offences linked to terrorist activities: Is the tenderer himself or a person, who is a member of the tenderer's administration, management or supervisory body, or has the competence to represent or control or make decisions in such bodies, in the event a legal verdict has been convicted of acts of terrorism or criminal acts connected to terrorist activities by a verdict handed down no more than five years ago, or a rejection period set directly in the judgement that still applies? Acts of terrorism or criminal acts relating to terrorist activity as defined in Article 1 and 3 of the Council's framework decision 2002/475/RIA of 13 June 2002 on combating terrorism (EFT L 164, of 22.6.2002, p. 3). This rejection reason also includes incitement to, participation or attempts to commit such actions as included in Article 4 in the mentioned framework decision.

Child labour and including other forms of trafficking in human beings: Is the tenderer himself or a person, who is a member of the tenderer's administration, management or supervisory body or has the competence to represent or control or make decisions in such bodies, in the event a legal verdict has been convicted of child labour and other forms of human trafficking by a verdict handed down no more than five years ago, or a rejection period determined directly in the judgement that still applies? Child labour and other forms of human trafficking as defined in Article 2 of the European Parliament and council directive 2011/36/EU of 5. April 2011 on the prevention and control of human trafficking and the protection of its victims and for compensation of the Council's framework decision 2002/629/RIA (EUT L 101 of 15.4.2011, p. 1).

Breaching of obligations in the fields of environmental law: Is the tenderer aware of breaches of environmental provisions as stated in national law, the relevant notice or procurement documents or Article 18 (2) of Directive 2014/24/EU.

Breaching of obligations in the fields of labour law: Is the tenderer aware of breaches of provisions on working conditions as stated in national law, the relevant notice or procurement documents or Article 18 (2) of Directive 2014/24/EU.

Breaching of obligations in the fields of social law: Is the tenderer aware of breaches of provisions on social conditions as stated in national law, the relevant notice or procurement documents or Article 18 (2) of Directive 2014/24/EU.

Agreements with other economic operators aimed at distorting competition: Has the tenderer entered into agreement(s) with other tenderers with the intention of turning the competition?

Grave professional misconduct: Has the tenderer committed serious errors in professional practice? If relevant, see the definitions in national law, the relevant notice or procurement documents.

Misrepresentation, withheld information, unable to provide required documents or obtained confidential information of this procedure: Has the tenderer: a) given grossly incorrect information with the notification of the information required to verify that there is no basis for rejection, or of the qualification requirements being fulfilled, b) failed to provide such information, c) made reservations immediately to present the supporting documents requested by the contracting authority, or d) improperly affected the contracting authority's decision process to acquire confidential information that could give this an unlawful advantage in connection with competition, or negligently has given misleading information that can have a significant influence on decisions on rejection, selection or award?

Conflict of interest due to its participation in the procurement procedure: Is the tenderer aware of a conflict of interest as stated in national law, the relevant notice or procurement documents?

Direct or indirect involvement in the preparation of this procurement procedure: Has the tenderer or an entity associated with the supplier advised the contracting authority or in another way been involved in the planning of the competition?

Early termination, damages, or other comparable sanctions: Has the tenderer committed significant breaches of contract in connection with the fulfilment of a previous public contract, a previous contract with a public contracting authority or a previous concession contract, where the breach has led to the cancellation of the contract, compensation or other similar sanctions?

Breaching obligation relating to payment of social security contributions: Have tenderers failed to fulfil all their social security obligations in the country where they are established and in their member state, if this is a different country than what he is established in?

Breaching obligation relating to payment of taxes: Has the tenderer not fulfilled all of his tax and duty obligations in both the country where he is established and in the contracting authority's member state, if this is a different country than what he is established in?

Business activities are suspended: Has the tenderer's business conduct been stopped?

Bankruptcy: Is the tenderer in a bankruptcy situation? Specify why, under the mentioned circumstances, one is able to carry out the contract, considering the current national provisions and measures for continuing the business activities? It is not necessary to provide this information if rejection of tenderers in such a situation is obligatory in accordance with the current national law with no exceptions, when the tenderer is still able to carry out the contract.

Arrangement with creditors: Is the supplier in a situation where he has been forced debt arrangement? Specify why, under the mentioned circumstances, one is able to carry out the contract, considering the current national provisions and measures for continuing the business activities? It is not necessary to provide this information if rejection of tenderers in such a situation is obligatory in accordance with the current national law with no exceptions, when the tenderer is still able to carry out the contract.

Insolvency: Is the tenderer in an insolvency situation? Specify why, under the mentioned circumstances, one is able to carry out the contract, considering the current national provisions and measures for continuing the business activities? It is not necessary to provide this information if rejection of tenderers in such a situation is obligatory in accordance with the current national law with no exceptions, when the tenderer is still able to carry out the contract.

Assets being administered by liquidator: Specify why, under the mentioned circumstances, one is able to carry out the contract, considering the current national provisions and measures for continuing the business activities? It is not necessary to provide this information if rejection of tenderers in such a situation is obligatory in accordance with the current national law with no exceptions, when the tenderer is still able to carry out the contract.

Analogous situation like bankruptcy, insolvency or arrangement with creditors under national law: Is the tenderer in a similar situation in accordance with an equivalent procedure set in the national law? See the national law, the relevant notice or procurement documents.

5. Lot

5.1. Lot: LOT-0000

Title: Procurement - KI Rota 2026

Description: The competition is for the delivery of a cloud based tool for working hours and manpower planning.

Internal identifier: 26/1412

5.1.1. Purpose

Main nature of the contract: Services

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

Additional classification (cpv): 48332000 Scheduling software package, 72268000 Software supply services, 72416000 Application service providers

5.1.2. Place of performance

Country: Norway

Anywhere in the given country

5.1.3. Estimated duration

Other duration: Unknown

5.1.4. Renewal

Maximum renewals: 8

Other information about renewals: Ongoing service contract, with a duration of maximum 10 years.

5.1.5. Value

Estimated value excluding VAT: 2 400 000,00 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

This procurement is also suitable for small and medium-sized enterprises (SMEs): yes

5.1.9. Selection criteria

Sources of selection criteria: Notice

Criterion: Financial ratio

Description of selection criterion: This requirement only applies to Norwegian tenderers.

Requirement: Tenderers must have their tax, payroll tax and VAT payments in order in accordance with the legal provisions and the tenderer must not have significant arrears. Any

arrears or other irregularities must be justified. Documentation requirement: Tenderers shall document the requirement through the certificate "Information on tax and duties". The certificate shall be of the type "RF-1507" and not "RF-1316". Tenderers can order such a certificate from the Norwegian Tax Administration on behalf of their activities. Tenderers are asked to enclose the certificate in the tender or submit it on request. The tax certificate must not be older than six months calculated from the deadline for receipt of tenders. Read about the certificate here: <https://www.skatteetaten.no/skjema/opplysninger-om-skatt-og-avgift/>

Criterion: Other economic or financial requirements

Description of selection criterion: Requirement: Tenderers must have the financial capacity to execute the contract. The tenderer is required to be credit worthy, minimum A, in accordance with Dun & Bradstreet's service riskguardian suite (<https://riskguardian.bisnode.no>), or have the financial capacity to execute the contract based on the contracting authority's discretion. Documentation requirement: The Contracting Authority will carry out their own assessment of the supplier's finances through RiskGuardian Suite. Tenderers can enclose other necessary information if they believe that RiskGuardian Suite does not provide a correct picture of the financial situation. The RiskGuardian Suite service includes all Nordic countries. As a general rule, the Contracting Authority will not accept credit ratings from other company and accounting information systems than RiskGuardian Suite due to equal treatment of the tenderers. Foreign tenderers outside the Nordic countries will, however, use and accept credit appraisal through Dun & Bradstreet's service Credit (<https://credit.dnb.com/>). Tenderers that the contracting authority cannot find a RiskGuardian Suite (or Credit for suppliers outside the Nordic countries), e.g. newly established tenderers who have not built up a basis for a credit rating, must enclose a declaration/guarantee from a parent company/owner/bank or similar financing institutions, regarding the company's financial and economic position.

Criterion: References on specified services

Description of selection criterion: Requirement: Tenderers are required to have experience from at least 1 delivery of KI Rota tool to a comparable public or private company of comparable size in the last two (2) years. Documentation requirement: Complete the annex "The Tenderer's experience" or other document with equivalent information. If another document is used, the response shall be maximum 1 A4 page. The response shall not include a cover page or table of contents. Any pages after page 1 will not be considered. Any links etc. in the reply will not be considered.

Criterion: Authorisation or membership of a particular organisation needed for service contracts

Description of selection criterion: Is it necessary to have a particular membership in a particular organisation in order to provide the service in the tenderer's home country?

Criterion: Measures for ensuring quality

Description of selection criterion: For goods or services that are complicated or that in exceptional cases shall be used for a particular purpose: Will the tenderer allow checks of the tenderer's production capacity or technical capacity and, where necessary, of the survey and research facilities that the tenderer has at its disposal and of quality control measures? The inspections shall be undertaken by the contracting authority or the contracting authority can leave it to a competent public body in the country where the tenderer is established.

Criterion: Samples, descriptions, or photographs without certification of authenticity

Description of selection criterion: Procurement of goods: The tenderer presents supplies that shall be delivered, requested samples, descriptions or photographs, which do not need to be accompanied by certificates that they are genuine.

Criterion: Samples, descriptions, or photographs with certification of authenticity for supply contracts

Description of selection criterion: When procurement of goods: If requested, the tenderer further declares that they will deliver the requested certificates that they are genuine.

Criterion: Certificates by quality control institutes

Description of selection criterion: Can tenderers submit the requested certificates issued by official bodies for quality control, and who can confirm that the goods, which are clearly identified by reference to technical specifications or standards, as determined in the notice or in the procurement documents, are in accordance with these?

Criterion: Certificates by independent bodies about quality assurance standards

Description of selection criterion: Can tenderers submit certificates issued by independent bodies that document that the tenderer fulfils the stated quality assurance standards, including universal design requirements?

Criterion: Certificates by independent bodies about environmental management systems or standards

Description of selection criterion: Is the tenderer able to submit certificates issued by independent bodies as documentation that the tenderer fulfils the stated environmental management systems or standards?

5.1.10. Award criteria

Criterion:

Type: Price

Name: Price

Description: Orientation: Tenderers shall fill in the attached price form in their cost calculations and submit it as an annex to the tender in Excel format. All fields in the attached price form marked with yellow shall be completed. Missing the price fields can cause difficulties in assessing the tender and the tender can then be rejected. All prices are in NOK, excluding VAT, including all direct or indirect expenses and duties that could be incurred in connection with the delivery. Order fees and invoice fees are to be seen as expenses. The prices shall include all costs for the customer who is included in this competition. Costs that the tenderer knows will be incurred, but that are not specifically stated in the tender, will be seen as included in the stated costs. The implementation of licence users will be gradually and is estimated to include approx. 3,500 users. The stated volume is only used as a calculation basis in the evaluation and does not involve any obligation to buy. Evaluation: The evaluation sum over 5 years from the price form will form the basis of the evaluation of price. When assessing the price, a hybrid model with break point 1 will be used. The attached template for the evaluation model is attached. The tenderer's total points for this award criteria is weighted with the award criteria's weighting percentage.

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

Award criterion number: 40

Criterion:

Type: Quality

Name: The tenderer's offered system

Description: Orientation: Under this award criteria, an evaluation will be made on the tenderer's offered system via a digital presentation in real time where the customer can provide a selection of managers and elected representatives. This presentation must include the possibility for a customer to ask questions. During the evaluation phase the tenderer will be contacted by the customer and a team meeting will be agreed where the presentation will take place. Tenderers must be able to provide a team meeting on just a few days' notice.

Tenderers shall present the following:

- Set up and start up how rota rules and working hours rules are recorded, administered and maintained in the system.
- how local agreements, special agreements and exemptions can be registered and managed
- how the solution handles individual exceptions or adaptations in the regulations for individual employees
- how the system signals deviations, breaches or risks of breaches connected to the Working Environment Act and other relevant rules.
- Work flow and user interface how employees register inputs, preferences and wishes in the system.
- how the manager or rota planner workflow is what steps must be taken before the generation of rota can be initiated
- how long the solution takes to generate a rota with approx. 25 lines
- how the system presents proposals, deviations and signals
- how the system takes individual requests and facilitation needs into account, for example, varying weekend frequencies.
- how the system prioritises between relevant considerations, including legislation and agreements, competence need, staffing plan, continuity for users or patients, fair distribution of shifts, employees' any wishes and cost efficiency.
- which functions or assessments must be dealt with or controlled manually.

Explainability and control how the solution explains the basis for the generated rota proposal how the user can see which rules, considerations, and priorities form the basis for how proposals can be adjusted or overridden how consequences of changes are highlighted. how the system shows what requirements or considerations might not be fully fulfilled

Evaluation: An overall assessment of the offered system will be carried out during the evaluation. The award criteria will be evaluated on the basis of the tenderer's presentation of the 3 above points. The contracting authority will particularly emphasise the evaluation:

- Set-up and rule handling A positive assessment will be made if the solution provides a simple, structured and secure way to register, administer and maintain rota rules, working hours rules, local agreements, special agreements, exemptions and individual exceptions.
- A positive assessment will also be made if the system clearly warns of deviations, fractures or risk of breaches and if such signals are understandable and easy to follow-up.
- Work flow and user friendliness An assessment will be made positive if the system has an intuitive and efficient work flow for employees, managers and rota planners.

The contracting authority will emphasise how easy it is to register inputs and preferences, prepare the basis for rota generation, generate rotos, understand the proposals that are presented, and follow up deviations and signals. A positive assessment will also be made if the system greatly reduces the need for manual assessments and inspections.

Prioritising, explainability and control A positive assessment will be made if the system, in a clear and verifiable manner, shows how it prioritises between legislation and contracts, competence needs, manpower plan, continuity, fair distribution of shifts, employees' wishes, individual facilitation needs and cost efficiency.

Furthermore, a positive assessment will be made if the solution explains why a rota proposal has been generated, what rules and considerations form the basis, what conditions could not be completely fulfilled, and what consequences changes or overrides have.

Best solution will be awarded 10 points. Other tenders will be awarded points based on a judgement of relevant quality differences compared to the best system. The tenderer's point score for the award criteria is weighted with the award criteria's stated weighting percentage. The tenderer's total points for this award criteria is weighted with the award criteria's weighting percentage.

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

Award criterion number: 60

Criterion:

Type: Quality

Name: Environment

Description: The contracting authority uses the exclusion provisions in loa § 5b third section and does not weight climate and environmental considerations in accordance with the second paragraph. The contract is assessed to have a climate footprint and an immaterial environmental impact, and this is justified below. The nature of the procurement in this case is the procurement of a KI based rota tool that shall assist with rota planning. Furthermore, the procurement involves maintenance and further development of such a tool, operation and use of the tool. The work on maintenance and further development of the tool can be compared with a consultancy service without particular travel activities and is therefore considered to have immaterial climate footprint and environmental impact. The energy consumption and any environmental impact of this system is very limited and it is aimless for the contracting authority to emphasise or set requirements in the environmental requirement specifications in this procurement. Based on this, the procurement of KI-based rota tools is assessed in accordance with immaterial climate footprint and environmental impact, and thus falls under the exception rule in loa § 5b (3).

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

Award criterion number: 0

5.1.11. Procurement documents

Deadline for requesting additional information: 27/09/2026 22:00:00 (UTC+00:00) Western European Time, GMT

Address of the procurement documents: <https://tendsign.com/doc.aspx?MeFormsNoticeld=98867>

5.1.12. Terms of procurement**Terms of submission:**

Electronic submission: Required

Address for submission: <https://tendsign.com/doc.aspx?MeFormsNoticeld=98867&GoTo=Tender>

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

Electronic catalogue: Allowed

Variants: Not allowed

Tenderers may submit more than one tender: Allowed

Deadline for receipt of tenders: 05/10/2026 10:00:58 (UTC+00:00) Western European Time, GMT

Duration during which the tender must remain valid: 89 Days

Information about public opening:

Opening date: 05/10/2026 10:01:00 (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

Mediation organisation: Sunnmøre tingrett

Review organisation: Sunnmøre tingrett

Information about review deadlines: In accordance with the regulations.

Organisation providing more information on the review procedures: Ålesund kommune

8. Organisations

8.1. ORG-0001

Official name: Ålesund kommune

Registration number: 929911709

Department: Innkjøp

Postal address: Keiser Wilhelms gate 11

Town: Ålesund

Postcode: 6003

Country subdivision (NUTS): Møre og Romsdal (NO0A3)

Country: Norway

Contact point: Jenny Marie Rørvik

Email: jenny.marie.rorvik@alesund.kommune.no

Telephone: +4770162000

Roles of this organisation:

Buyer

Organisation providing more information on the review procedures

8.1. ORG-0002

Official name: Sunnmøre tingrett

Registration number: 935365201

Postal address: Postboks 1354 Sentrum

Town: Ålesund

Postcode: 6001

Country subdivision (NUTS): Møre og Romsdal (NO0A3)

Country: Norway

Email: sunnmore.tingrett@domstol.no

Telephone: 70 33 47 00

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

Roles of this organisation:

Review organisation

Mediation organisation

Notice information

Notice identifier/version: 5d147146-f802-4ecf-a30e-017cd94de0ff - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

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