

623705-2026 - Competition

Norway – IT services: consulting, software development, Internet and support – Digital system for registering cleaning and deviations.

OJ S 175/2026 10/09/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Troms Fylkeskommune

Email: postmottak@tromsfylke.no

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

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Digital system for registering cleaning and deviations.

Description: Background Troms County (TFK) manages buildings of 218,000 m², comprising i. a. schools, sports facilities, dental clinics, workplaces and other county buildings. The cleaning services are carried out by approx. 130 cleaners organised by teams, with a focus on flexible work forms, efficient use of resources and quality in the service delivery. The County municipality needs a more uniform, digital and documentable follow-up of cleaning across buildings, rooms and areas. The current systems do not provide sufficient support for registration and follow-up of work performed, deviations and quality measurements. Therefore there is a need for a system that makes it easy for cleaners to register work and register conditions that affect cleaning, for example rooms that cannot be cleaned, deviations or a lack of periodic cleaning. At the same time, the county needs a better overview and management information. Managers should be able to follow the status per building, area and room, identify areas that have not been cleaned and get a better basis for planning capacity, resource use and absence management. The cleaning quality shall be measured and documented in accordance with NS-INSTA 800. TFK would like systems that provide good support for quality follow-up, reporting and analysis, which contribute to increased user friendliness, better decision making and more efficient operation. The procurement is being made to establish a future orientated digital system that provides a better overview, more uniform practice, better documentation and more efficient management of deviations, quality follow-up and resource planning. Description of the assignment The assignment includes the delivery, establishment, operation and support of a digital cleaning system for Troms County. The system shall provide an overview of cleaning per building, room and area and it can be used by cleaners, substitutes, managers, administrators and operations managers where the work is carried out. The system shall support planning, implementation, documentation and follow-up of the cleaning services. The system shall, among other things: Give easy registration of completed cleaning, status and deviations. Support registration and follow-up of periodic cleaning. Give an overview of rooms and areas that have not been cleaned or where deviations are registered. Support quality measurements and documentation in accordance with NS-INSTA 800. Offer reports and management information that supports follow-up, documentation, analysis and resource planning. Support both short term and long term planning of

assignments and resources. Be able to integrate with existing and future MOM systems, as well as facilitate future integrations with other support systems, including possibilities for future use of sensor technology, such as dispensers, waste handling, machines and robots. The delivery shall include the necessary establishment and configuration of the building and room structure, user roles and access management, as well as training, user support and administrative assistance in connection with the introduction and use of the system. TFK would like a user friendly and visually oriented system that facilitates efficient operation, good quality control and future development of the cleaning services. Further requirements for functionality, technical conditions, security, privacy, integrations and service level are stated in the requirement specification.

Procedure identifier: b4f9ad93-e6cc-458d-98d0-39e9fe9b8c9a

Internal identifier: cmogwmc8d000g04i912m76he4

Type of procedure: Open

The procedure is accelerated: no

Main features of the procedure: All interested suppliers can submit tender offers through Hyrr. The competition does not have a prequalification phase. The tenders will be evaluated directly, and dialogues or negotiations will not be allowed beyond minor clarifications and corrections of the tenders. Tenderers are strongly encouraged to follow the instructions given in this tender documentation with annexes and possibly ask questions about uncertainties in the communication module in Hyrr.

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): 80590000 Tutorial services, 72227000 Software integration consultancy services, 72260000 Software-related services, 72222300 Information technology services, 72250000 System and support services, 72220000 Systems and technical consultancy services, 72310000 Data-processing services, 72253000 Helpdesk and support services, 72212421 Facilities management software development services, 72222000 Information systems or technology strategic review and planning services, 72300000 Data services, 72212000 Programming services of application software, 72200000 Software programming and consultancy services, 72212400 Business transaction and personal business software development services

2.1.2. Place of performance

Postal address: Postboks 6600

Town: Tromsø

Postcode: 9296

Country subdivision (NUTS): Troms/Romsa/Tromssa (NO072)

Country: Norway

Additional information: Norway

2.1.4. General information

Legal basis:

Directive 2014/24/EU

Anskaffelsesforskriften -

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Procurement Document, Procurement Document

5. Lot

5.1. Lot: LOT-0001

Title: Digital system for registering cleaning and deviations.

Description: Background Troms County (TFK) manages buildings of 218,000 m², comprising i. a. schools, sports facilities, dental clinics, workplaces and other county buildings. The cleaning services are carried out by approx. 130 cleaners organised by teams, with a focus on flexible work forms, efficient use of resources and quality in the service delivery. The County municipality needs a more uniform, digital and documentable follow-up of cleaning across buildings, rooms and areas. The current systems do not provide sufficient support for registration and follow-up of work performed, deviations and quality measurements. Therefore there is a need for a system that makes it easy for cleaners to register work and register conditions that affect cleaning, for example rooms that cannot be cleaned, deviations or a lack of periodic cleaning. At the same time, the county needs a better overview and management information. Managers should be able to follow the status per building, area and room, identify areas that have not been cleaned and get a better basis for planning capacity, resource use and absence management. The cleaning quality shall be measured and documented in accordance with NS-INSTA 800. TFK would like systems that provide good support for quality follow-up, reporting and analysis, which contribute to increased user friendliness, better decision making and more efficient operation. The procurement is being made to establish a future orientated digital system that provides a better overview, more uniform practice, better documentation and more efficient management of deviations, quality follow-up and resource planning. Description of the assignment The assignment includes the delivery, establishment, operation and support of a digital cleaning system for Troms County. The system shall provide an overview of cleaning per building, room and area and it can be used by cleaners, substitutes, managers, administrators and operations managers where the work is carried out. The system shall support planning, implementation, documentation and follow-up of the cleaning services. The system shall, among other things: Give easy registration of completed cleaning, status and deviations. Support registration and follow-up of periodic cleaning. Give an overview of rooms and areas that have not been cleaned or where deviations are registered. Support quality measurements and documentation in accordance with NS-INSTA 800. Offer reports and management information that supports follow-up, documentation, analysis and resource planning. Support both short term and long term planning of assignments and resources. Be able to integrate with existing and future MOM systems, as well as facilitate future integrations with other support systems, including possibilities for future use of sensor technology, such as dispensers, waste handling, machines and robots. The delivery shall include the necessary establishment and configuration of the building and room structure, user roles and access management, as well as training, user support and administrative assistance in connection with the introduction and use of the system. TFK would like a user friendly and visually oriented system that facilitates efficient operation, good quality control and future development of the cleaning services. Further requirements for functionality, technical conditions, security, privacy, integrations and service level are stated in the requirement specification.

Internal identifier: cmogwmc9w000j04i9kjtiv1oe

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): 80590000 Tutorial services, 72227000 Software integration consultancy services, 72260000 Software-related services, 72223000 Information technology services, 72250000 System and support services, 72220000 Systems and technical consultancy services, 72310000 Data-processing services, 72253000 Helpdesk and support services, 72212421 Facilities management software development services, 72222000 Information systems or technology strategic review and planning services, 72300000 Data services, 72212000 Programming services of application software, 72200000 Software programming and consultancy services, 72212400 Business transaction and personal business software development services

Options:

Description of the options: The initial contract period is 3 years to ensure stable operation, training and implementation of the system. Thereafter, the contractual relationship continues indefinitely to safeguard the need for continuity, at the same time that both parties have access to terminate the agreement through ordinary termination.

5.1.2. Place of performance

Postal address: Postboks 6600

Town: Tromsø

Postcode: 9296

Country subdivision (NUTS): Troms/Romsa/Tromssa (NO072)

Country: Norway

Additional information: Norway

5.1.3. Estimated duration

Start date: 01/11/2026

Duration end date: 31/10/2029

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: Procurement Document

5.1.10. Award criteria

Criterion:

Type: Price

Name: Price

Description: The price form will be assessed under this criteria.

Category of award weight criterion: Weight (percentage, middle of a range)

Award criterion number: 15

Criterion:

Type: Quality

Name: Quality

Description: The tenderer's response to requirement 2.8. See the evaluation form that is attached requirements under this criteria.

Category of award weight criterion: Weight (percentage, middle of a range)

Award criterion number: 25

Criterion:

Type: Quality

Name: Demonstration of system

Description: Requirement 3.5, 3.8, 3.16, 5.3, 10.1 and 10.2 Tenderers shall submit a written response and demonstrate how the requirements are supported in the system, cf. the attached evaluation form. The contracting authority would also like access to the system via a test user for verification of the selected functionality. The assessment is based on: written responses, demonstrated functionality and work processes, experiences from testing with test users. Up to 2 hours will be put aside for demonstrations per tender. Each tenderer will be agreed to a demonstration date. The contracting authority would like execution in week 41.

Category of award weight criterion: Weight (percentage, middle of a range)

Award criterion number: 60

Criterion:

Type: Quality

Name: Climate and environment

Description: The procurement will be covered by the procurement regulations' provisions on a duty to weight climate and environmental considerations of 30%. The procurement regulation § 7-9 intends to have requirements and/or criteria that reduce the procurement's total climate footprint or environmental impact. The new digital system for registering cleaning and deviations will have a climate footprint and it will lead to an impact on the environment, both directly and indirectly by: - Development of server parks/data centres. - Use of energy in server parks/computer centres for both production of data, sending data and to cooling systems. - Handling electronic waste and recycling. - Resource use for data storage and processing power. DFØ has assessed climate intensity and central environmental impacts for procurement categories at a general level (main CPV code) and compiled the assessments in their Climate and Environment Risk list, ref. The climate and environmental risk list | Anskaffelser.no. The list provides for the relevant CPV codes in this procurement: - 48 Software and information systems - 72 Computer services: consultancy, software development, internet and system support. - 79 Business services; law, advertising, consultancy, employment, printing and security. ... that all have a low estimated climate intensity. Low climate intensity means less than 20 tonnes of CO2 equivalents per million kroner. Development of software is a service that normally contains elements that only have a marginal impact on climate and environment, and thus, in its nature, has a climate footprint and an environmental impact that is immaterial. The nature of the procurement is the development of software, where the main service is the tenderer's work efforts. There is no need for/set no requirements for physical travel/travel activity between TFK and the supplier during the contract period. The direct climate footprint as a result of the procurement is therefore expected to be of a modest character. However, if the sub-supplier and software producer chains take into consideration, climate footprint and environmental impact can occur in connection with the operation of data centres. TFK has little knowledge of an objective measure in order to evaluate the operation of a computer centre. We have learned in market mapping that there are not large differences between the tenderers at this point and it is therefore considered not to be suitable to separate the tenderers as an award criteria. The result of the climate and environmental mapping is that the procurement is assessed to have a climate footprint and an environmental impact that is immaterial, cf. the Public Procurement Regulations §7-9 (5). Based on its climate and environment mapping, TFK will use the exclusion provisions in the Public Procurement Regulations §7-9 fifth paragraph, as the procurement is assessed to have a climate footprint and an environmental impact that is immaterial.

5.1.11. Procurement documents

Address of the procurement documents: <https://hyyr.no/procurement/cmogwmc8d000g04i912m76he4>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://hyyr.no/procurement/cmogwmc8d000g04i912m76he4>

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

Electronic catalogue: Not allowed

Tenderers may submit more than one tender: Not allowed

Deadline for receipt of tenders: 14/10/2026 12:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 90 Days

Terms of contract:

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

Conditions relating to the performance of the contract: See Tender Documents

Electronic invoicing: Required

Electronic ordering will be used: no

Electronic payment will be used: no

Financial arrangement: See tender documents

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: NORD-TROMS OG SENJA TINGRETT

Organisation providing additional information about the procurement procedure: Troms Fylkeskommune

Organisation providing more information on the review procedures: NORD-TROMS OG SENJA TINGRETT

Organisation receiving requests to participate: Hyyr AS

8. Organisations

8.1. ORG-0001

Official name: NORD-TROMS OG SENJA TINGRETT

Registration number: 926723022

Postal address: Postboks 2510 Stakkevollan

Town: TROMSØ

Postcode: 9270

Country subdivision (NUTS): Troms/Romsa/Tromssa (NO072)

Country: Norway

Contact point: NORD-TROMS OG SENJA TINGRETT

Roles of this organisation:

Review organisation

Organisation providing more information on the review procedures

8.1. ORG-0002

Official name: Hyyr AS
Registration number: 924998687
Postal address: Gaustadalléen 21
Town: Oslo
Postcode: 0349
Country subdivision (NUTS): Oslo (NO081)
Country: Norway
Contact point: Hyyr Support
Email: admin@hyyr.no
Telephone: +47 90 63 65 38
Roles of this organisation:
Organisation receiving requests to participate

8.1. ORG-0003

Official name: Troms Fylkeskommune
Registration number: 930068128
Postal address: Postboks 6600
Town: Tromsø
Postcode: 9296
Country subdivision (NUTS): Troms/Romsa/Tromssa (NO072)
Country: Norway
Contact point: Troms Fylkeskommune
Email: postmottak@tromsfylke.no
Telephone: +47 77788000
Roles of this organisation:
Buyer
Organisation providing additional information about the procurement procedure

Notice information

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Form type: Competition
Notice type: Contract or concession notice – standard regime
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