

627309-2026 - Competition

Norway – Software package and information systems – CRM and service management

OJ S 176/2026 11/09/2026

Contract or concession notice – standard regime

Supplies

1. Buyer

1.1. Buyer

Official name: Integrerings- og mangfoldsdirektoratet (IMDi)

Email: crura@imdi.no

Legal type of the buyer: Central government authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: CRM and service management

Description: The objective of the procurement is to procure a system for service management, including handling enquiries from external entities and customers.

Procedure identifier: f65dc34a-61e5-407d-94e8-920c616d3c39

Internal identifier: 26/08537

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Supplies

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

2.1.2. Place of performance

Country subdivision (NUTS): Nordland/Nordlândia (NO071)

Country: Norway

Additional information: Oslo

2.1.3. Value

Estimated value excluding VAT: 10 000 000,00 NOK

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: European Single Procurement Document Request

5. Lot

5.1. Lot: LOT-0000

Title: CRM and service management

Description: The objective of the procurement is to procure a system for service management, including handling enquiries from external entities and customers.

5.1.1. Purpose

Main nature of the contract: Supplies

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

5.1.2. Place of performance

Country subdivision (NUTS): Nordland/Nordlândia (NO071)

Country: Norway

Additional information: Oslo

5.1.3. Estimated duration

Other duration: Unlimited

5.1.5. Value

Estimated value excluding VAT: 10 000 000,00 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): yes

5.1.9. Selection criteria

Sources of selection criteria: Procurement Document

5.1.11. Procurement documents

Address of the procurement documents: https://eu.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=460728&TID=200421136&B=

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: https://eu.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=460728&TID=200421136&B=

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

Electronic catalogue: Not allowed

Deadline for receipt of tenders: 12/10/2026 10:00:00 (UTC+00:00) Western European Time, GMT

Duration during which the tender must remain valid: 2 Months

Terms of contract:

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

Electronic invoicing: Allowed

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: Integrerings og Mangfoldsdirektoratet
Information about review deadlines: Appeals must be submitted within the deadlines set by the Law on Public Procurements and the Public Procurement Regulations.
Organisation providing more information on the review procedures: Integrerings- og mangfoldsdirektoratet (IMDi)

8. Organisations

8.1. ORG-0001

Official name: Integrerings- og mangfoldsdirektoratet (IMDi)
Registration number: 987879696
Postal address: Tollbugata 20
Town: OSLO
Postcode: 0152
Country subdivision (NUTS): Innlandet (NO020)
Country: Norway
Contact point: Rune Raknes
Email: crura@imdi.no
Telephone: +47 24168800
Buyer profile: <https://eu.eu-supply.com/ctm/company/companyinformation/index/339193>
Roles of this organisation:
Buyer
Organisation providing more information on the review procedures

8.1. ORG-0002

Official name: Integrerings og Mangfoldsdirektoratet
Registration number: IMDI
Department: IMDI
Postal address: Postboks 672
Town: Narvik
Postcode: 8508
Country subdivision (NUTS): Nordland/Nordlândia (NO071)
Country: Norway
Contact point: IMDI
Email: post@imdi.no
Telephone: +47 24 16 88 00
Fax: +47 24 16 88 00
Internet address: <https://www.imdi.no>
Roles of this organisation:
Review organisation

Notice information

Notice identifier/version: c5b7efd6-e45f-4a12-a36b-ce7c68511cc6 - 01
Form type: Competition
Notice type: Contract or concession notice – standard regime
Notice subtype: 16
Notice dispatch date: 10/09/2026 07:56:13 (UTC+00:00) Western European Time, GMT
Notice dispatch date (eSender): 10/09/2026 10:01:17 (UTC+00:00) Western European Time, GMT

Languages in which this notice is officially available: English

Notice publication number: 627309-2026

OJ S issue number: 176/2026

Publication date: 11/09/2026