

646367-2026 - Competition

Norway – IT services: consulting, software development, Internet and support – 26182 Case handling system

OJ S 182/2026 21/09/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Innkjøpskontoret AS

Email: post@innkjopskontoret.no

Legal type of the buyer: Entity with special or exclusive rights

Activity of the contracting authority: General public services

1.1. Buyer

Official name: Nordre Follo kommune

Email: postmottak@nordrefollo.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: 26182 Case handling system

Description: The competition is for the delivery of a cloud system for general case handling.

The procurement's value is estimated to: above the EEA threshold. The volume is an estimate and is not binding for the contracting authority. See the procurement documents for further information. The contracting authority reserves the right to cancel the competition, i.a. in connection with budgetary coverage. This procurement is considered to have an immaterial impact on climate and the environment, cf. the Public Procurement Act § 5b third paragraph.

The justification for this is that the procurement concerns the procurement of a digital system, where the procurement's nature means that the contracting authority has been cut off from affecting climate and environmental impact, as the requirements and criteria targeting these elements will not have sufficient connection to the delivery, cf. DFØ's environment supervisor.

The obligation to make requirements for apprentices is considered to apply for this procurement, cf. the Procurement Act § 5h. See the contract for more information.

Procedure identifier: f573e48a-f5e8-4e03-b5fc-47f0c8777dc5

Internal identifier: 6241

Type of procedure: Open

The procedure is accelerated: no

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): 48000000 Software package and information systems

2.1.2. Place of performance

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Notice

Analogous situation like bankruptcy, insolvency or arrangement with creditors under national law: 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.

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.

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.

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.

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).

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?

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.

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? Money laundering or financing terrorism As defined in Article 1 of the European Parliament and Council Directive 2005/60/EF of 26 October 2005 on preventive measures against the use of the financial system for money laundering and financing terrorism (EUT L 309 of 25.11.2005, p. 15).

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? Fraud included in Article 1 of the Convention on protection of the Financial Interests of the European Communities (EFT C 316 of 27.11.1995, p. 48).

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. 1 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).

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.

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.

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.

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?

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.

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 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.

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?

Business activities are suspended: 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.

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?

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, af 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.

Offence concerning its professional conduct in the domain of defence procurement: 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, have been legally convicted of offences regarding professional behaviour in defence procurements?

Lack of reliability to exclude risks to the security of the country: Is the tenderer assessed to lack the reliability necessary to exclude the risk of national security?

Breaching of obligations set under purely national exclusion grounds: The contracting authority shall state that in Norway there are national rejection reasons. These shall be described in the procurement documents. Tenderers must respond to whether they are in one or more of the situations described in the national rejection reasons.

5. Lot

5.1. Lot: LOT-0001

Title: 26182 Case handling system

Description: The competition is for the delivery of a cloud system for general case handling. The procurement's value is estimated to: above the EEA threshold. The volume is an estimate and is not binding for the contracting authority. See the procurement documents for further information. The contracting authority reserves the right to cancel the competition, i.a. in connection with budgetary coverage. This procurement is considered to have an immaterial impact on climate and the environment, cf. the Public Procurement Act § 5b third paragraph. The justification for this is that the procurement concerns the procurement of a digital system, where the procurement's nature means that the contracting authority has been cut off from affecting climate and environmental impact, as the requirements and criteria targeting these elements will not have sufficient connection to the delivery, cf. DFØ's environment supervisor. The obligation to make requirements for apprentices is considered to apply for this procurement, cf. the Procurement Act § 5h. See the contract for more information.
Internal identifier: 8163

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): 48000000 Software package and information systems

5.1.2. Place of performance

Country subdivision (NUTS): Akershus (NO084)

Country: Norway

5.1.3. Estimated duration

Start date: 14/11/2026

Other duration: Unlimited

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

5.1.7. Strategic procurement

Aim of strategic procurement: Innovative purchase

Description: Innovation

Innovation procurement: The procured works, supplies, or services entail process innovation, The procured works, supplies or services are novel or significantly improved compared to other works, supplies, or services already on the market.

5.1.9. Selection criteria

Sources of selection criteria: Notice

Criterion: Other economic or financial requirements

Description of selection criterion: Tenderers shall have their tax and VAT payments in order.

Documentation requirements: Certificate for tax and VAT that documents compliance with tax and duty conditions. Norwegian tenderers: The certificate can be ordered from the altinn.no (RF-1507). Foreign tenderers: Certificate issued by the competent authority of the member country, confirming that the tenderer has met the obligations in relation to the payment of VAT, taxes and social security contributions in the country where the tenderer/contractor belongs.

Note: The certificate shall not be older than 4 months from the tender deadline. The limit of four months is set to ensure that the certificate is valid at the time of award, cf. the

Procurement Act § 5l, which states that the certificate shall not be older than 6 months calculated from the time of award. According to the regulations §17-1(4), the Contracting Authority does not have the opportunity to request the certificate if it has already been received. If you have submitted a tax certificate to the contracting authority and it is still valid at the time of the tender submission for this competition, you will not be required to present a certificate now. If so, state when you have previously submitted the certificate and to whom. You can, however, enclose the certificate voluntarily if you want.

Criterion: Other economic or financial requirements

Description of selection criterion: Requirements regarding the tenderer's economic and financial position: The economic capacity to fulfil this contract is required. Documentation requirements: The contracting authority will assess finances through the company and accounting information system Proff Forvalt (www.forvalt.no). The contracting authority reserves the right to obtain supplementary information about the tenderer's finances. Any need for support from other companies to fulfil this qualification requirement. If the tenderer is dependent on other companies to fulfil this qualification requirement, please provide an account below. The contracting authority will, in such cases, also assess the finances of the support business in the same way. If so, the contracting authority reserves the right to obtain supplementary information, commitment statements, bank guarantees etc.

5.1.10. Award criteria

Criterion:

Type: Price

Description: Prices and costs

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

Award criterion number: 25

Criterion:

Type: Quality

Description: Solution proposals, functionality and user friendliness.

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

Award criterion number: 55

Criterion:

Type: Quality

Description: Implementation

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

Award criterion number: 15

Criterion:

Type: Quality

Description: Service and Assignment Specific Competence

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

Award criterion number: 5

Criterion:

Type: Quality

Description: This procurement is considered to have an immaterial impact on climate and the environment, cf. the Public Procurement Act § 5b third paragraph. The justification for this is that the procurement concerns the procurement of a cloud system for general case handling, where the nature of the procurement means that the contracting authority has been cut off from affecting climate and environmental impact, as the requirements and criteria targeting these elements will not have sufficient connection to the delivery, c.f. DFØ's environment supervisor.

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

Award criterion number: 0

5.1.11. Procurement documents

Access to certain procurement documents is restricted

Information about restricted documents is available at: <https://app.artifik.no/procurements/6241>

Ad hoc communication channel:

Name: e-Tendering

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://app.artifik.no/procurements/6241>

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

Electronic catalogue: Not allowed

Deadline for receipt of tenders: 27/10/2026 11:00:00 (UTC+00:00) Western European Time, GMT

Duration during which the tender must remain valid: 71 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: N/A

Electronic invoicing: Required

Electronic ordering will be used: yes

Electronic payment will be used: yes

Financial arrangement: N/A

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: Vestfold tingrett

Organisation providing additional information about the procurement procedure:

Innkjøpskontoret AS

Organisation providing more information on the review procedures: Innkjøpskontoret AS

Organisation receiving requests to participate: Artifik AS

8. Organisations

8.1. ORG-0001

Official name: Innkjøpskontoret AS

Registration number: 912467198

Postal address: Nygata 2

Town: HORTEN

Postcode: 3189

Country subdivision (NUTS): Vestfold (NO093)

Country: Norway

Contact point: Arne Hvidsten

Email: post@innkjopskontoret.no

Telephone: +47 99721995

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

Buyer profile: <https://www.innkjopskontoret.no>

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

Organisation providing more information on the review procedures

8.1. ORG-0002

Official name: Nordre Follo kommune

Registration number: 922092648

Postal address: Postboks 3010

Town: Ski

Postcode: 1402

Country subdivision (NUTS): Akershus (NO084)

Country: Norway

Email: postmottak@nordrefollo.kommune.no

Telephone: +47 02178

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

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

Roles of this organisation:

Buyer

8.1. ORG-0003

Official name: Vestfold tingrett

Registration number: 926723618

Postal address: Postboks 2013

Town: Tønsberg

Postcode: 3103

Country subdivision (NUTS): Vestfold (NO093)

Country: Norway

Email: vestfold.tingrett@domstol.no

Telephone: +47 33206700

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

Roles of this organisation:

Review organisation

8.1. ORG-0004

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

Organisation receiving requests to participate

Notice information

Notice identifier/version: 6c830e6b-10b5-431c-99c3-989c25a2ca2d - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

Notice dispatch date: 18/09/2026 11:46:38 (UTC+00:00) Western European Time, GMT

Languages in which this notice is officially available: English

Notice publication number: 646367-2026

OJ S issue number: 182/2026

Publication date: 21/09/2026