

686479-2026 - Competition

Norway – Repair and maintenance services – Maintenance and further development of ServiceNow

OJ S 193/2026 06/10/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Norsk Tipping

Email: erik.johannesen@norsk-tipping.no

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Maintenance and further development of ServiceNow

Description: Purpose Norsk Tipping (NT) currently uses ServiceNow, among other things, as IT Service Management and CSM tools and currently has a licence and maintenance agreement through DXC Technology. The contract expires in February 2027 and this procurement is a renewal of the maintenance contract for ServiceNow. NT is looking for a professional cooperation partner who can help maintain and further develop the current system. Tenderers must see possibilities, propose improvements and have good routines for development and support. The CSM module is used by Customer Service (Interactions/Case), Dealer service and some other small user groups (Case). Customer service is among Norway's best and requires high efficiency in case handling with focus on quick access to information, getting pressure and high system degree. The system bears the mark that it has lived for almost 10 years. There are some technical debts that we need help cleaning up. Part of this is moving some internal APIs, which have been made available with MID-server, over to exposed facade services which are more responsive. The ITSM module is used to a very large degree by IT Operations, but also on customer service, dealer services (incident) and in Security. The case types in use are: incident, major incident, problem, change and request. NP's internal Service Desk and HR use Agent Workspace. ServiceDesk receives cases via the user portal, chat, telephone, attendance and e-mails that are automatically registered in ServiceNow. The case types they work with are primarily incident and request. It is a well developed Change management with a number of automated standard changes. ServiceNow is receiving more and more changes via pipeline or other integrations from internal Jira. The operational centre is the escalation point for general errors in the systems. They have monitoring and use, among other things, Splunk to receive events. Emphasis will be put on the tenderer's experience and competence in addition to operation and maintenance. Tenderers shall be a proactive consultant for the entire spectrum of services the contract covers. Whether there is new functionality in ServiceNow, a need for clearing in technical debts, smart choices around integrations, utilisation of functionality in the existing system based on the supplier knowing NP's business needs or the like. Requirements that shall be met. Norsk Tipping has organised development work in a product development model. The Customer Support product area is responsible for i.a. management and further development of ServiceNow, Genesys

Cloud and self-service systems. Developers and consultants from the chosen supplier in this procurement will be important resources in this team together with other internal and external resources. NT has few, but good internal resources with competence in ServiceNow, and it is important to have a professional supplier that provides me good access to resources and who can contribute with expert help. As a starting point, the team consists of a system manager /owner and two system administrators, one of whom is defined as a team architect. The product development area currently consists of two multi-disciplinary teams, but which share internal resources and to a large degree work across. The product development manager has management responsibility for the teams and has, in addition, a team management role for the teams, in order to ensure progress and prioritising tasks. The product area is responsible for the management assignments being carried out and together prioritise small and large assignments based on the company principles for product development. The product development area follows the company's development cycle together with the other 12 areas and a joint plan is carried out at a general level, approx. 3 times per annum. The detailed planning will mainly be carried out in 2-week sprints. Errors that occur are continually corrected as well as ongoing work in the other processes. The tenderer is expected to have competence in the following main areas. The list is not exhaustive: · ServiceNow platform · Licenses · Administration · Development · Integrations and integration security · Active and proactive consulting (ServiceNow and technology/architecture) · Coordination and planning · Work in multi-disciplinary teams · SLA and support Norsk Tipping currently has an agreement with DXC for ServiceNow. The agreement includes both consultancy services for the operation, management and further development of ServiceNow, as well as ServiceNow licences. The two parts of the existing agreement have different lengths. The agreement on consultancy services expires 27 February 2027, while the existing agreement on ServiceNow licences runs until February 2029. A new contract that will be signed as a result of this competition shall include both consultancy services and ServiceNow licences.

Procedure identifier: 86788f88-1d95-41c4-b3e0-1cc399a010bd

Internal identifier: 9252

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 50000000 Repair and maintenance services

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

2.1.2. Place of performance

Country subdivision (NUTS): Innlandet (NO020)

Country: Norway

2.1.3. Value

Estimated value excluding VAT: 65 000 000,00 NOK

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: 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: Maintenance and further development of ServiceNow

Description: Purpose Norsk Tipping (NT) currently uses ServiceNow, among other things, as IT Service Management and CSM tools and currently has a licence and maintenance agreement through DXC Technology. The contract expires in February 2027 and this procurement is a renewal of the maintenance contract for ServiceNow. NT is looking for a professional cooperation partner who can help maintain and further develop the current system. Tenderers must see possibilities, propose improvements and have good routines for development and support. The CSM module is used by Customer Service (Interactions/Case), Dealer service and some other small user groups (Case). Customer service is among Norway's best and requires high efficiency in case handling with focus on quick access to information, getting pressure and high system degree. The system bears the mark that it has

lived for almost 10 years. There are some technical debts that we need help cleaning up. Part of this is moving some internal APIs, which have been made available with MID-server, over to exposed facade services which are more responsive. The ITSM module is used to a very large degree by IT Operations, but also on customer service, dealer services (incident) and in Security. The case types in use are: incident, major incident, problem, change and request. NP's internal Service Desk and HR use Agent Workspace. ServiceDesk receives cases via the user portal, chat, telephone, attendance and e-mails that are automatically registered in ServiceNow. The case types they work with are primarily incident and request. It is a well developed Change management with a number of automated standard changes. ServiceNow is receiving more and more changes via pipeline or other integrations from internal Jira. The operational centre is the escalation point for general errors in the systems. They have monitoring and use, among other things, Splunk to receive events. Emphasis will be put on the tenderer's experience and competence in addition to operation and maintenance. Tenderers shall be a proactive consultant for the entire spectrum of services the contract covers. Whether there is new functionality in ServiceNow, a need for clearing in technical debts, smart choices around integrations, utilisation of functionality in the existing system based on the supplier knowing NP's business needs or the like. Requirements that shall be met. Norsk Tipping has organised development work in a product development model. The Customer Support product area is responsible for i.a. management and further development of ServiceNow, Genesys Cloud and self-service systems. Developers and consultants from the chosen supplier in this procurement will be important resources in this team together with other internal and external resources. NT has few, but good internal resources with competence in ServiceNow, and it is important to have a professional supplier that provides me good access to resources and who can contribute with expert help. As a starting point, the team consists of a system manager /owner and two system administrators, one of whom is defined as a team architect. The product development area currently consists of two multi-disciplinary teams, but which share internal resources and to a large degree work across. The product development manager has management responsibility for the teams and has, in addition, a team management role for the teams, in order to ensure progress and prioritising tasks. The product area is responsible for the management assignments being carried out and together prioritise small and large assignments based on the company principles for product development. The product development area follows the company's development cycle together with the other 12 areas and a joint plan is carried out at a general level, approx. 3 times per annum. The detailed planning will mainly be carried out in 2-week sprints. Errors that occur are continually corrected as well as ongoing work in the other processes. The tenderer is expected to have competence in the following main areas. The list is not exhaustive: · ServiceNow platform · Licenses · Administration · Development · Integrations and integration security · Active and proactive consulting (ServiceNow and technology/architecture) · Coordination and planning · Work in multi-disciplinary teams · SLA and support Norsk Tipping currently has an agreement with DXC for ServiceNow. The agreement includes both consultancy services for the operation, management and further development of ServiceNow, as well as ServiceNow licences. The two parts of the existing agreement have different lengths. The agreement on consultancy services expires 27 February 2027, while the existing agreement on ServiceNow licences runs until February 2029. A new contract that will be signed as a result of this competition shall include both consultancy services and ServiceNow licences.

Internal identifier: 12098

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 50000000 Repair and maintenance services

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

5.1.2. Place of performance

Country subdivision (NUTS): Innlandet (NO020)

Country: Norway

5.1.3. Estimated duration

Start date: 27/02/2027

Duration end date: 28/02/2030

5.1.4. Renewal

Maximum renewals: 3

Other information about renewals: 1 + 1 + 1 year. Option year 1 (until 26.02.2033)

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

5.1.9. Selection criteria

Sources of selection criteria: Notice

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

Description of selection criterion: It is recommended to read the introduction in Annex 1

(Annex 2) before answering this task. Tenderers shall have solid and good competence, sufficient implementation ability and capacity within the requested areas. Tenderers shall name this document as "Annex 1d - Organisation". Documentation requirements: Give a short description of the organisation (including organisation chart and geographical locations), company structure, ownership structure, vision, business idea and business areas. Give a short account of the tenderer's competence and qualifications within what is described in Annexes 1 and 2 for purposes and needs. Give an overview of the tenderer's total manpower as well as capacity for all types of roles that the company has at its disposal within the requested areas. Sub-suppliers: If a tenderer will use the capacity of sub-suppliers, the following shall be documented for each sub-supplier: Name of the sub-supplier with a description of the sub-provider's organisation, company form, ownership structure and the name of the general manager. Description of the sub-contractor's estimated contribution (percentage of total volume) in connection with the contract. Commitment statement signed by sub-suppliers who confirm that the tenderer really has access to the resources offered from the sub-supplier. A description of how the co-operation relationship between the tenderer and the sub-provider is based on and organised, and whether it involves long-term co-operation relation and any indication of the time aspect of the relationship.

Criterion: References on specified services

Description of selection criterion: It is recommended to read the introduction in Annex 1

(Annex 2) before answering this task. Tenderers shall have solid and good competence, sufficient implementation ability and capacity within the requested areas. Tenderers shall name this document as "Annex 1d - Organisation". Documentation requirements:

Documentation requirement: Description of the tenderer's three most relevant contracts in the course of the last 3 years. The description must include a statement of the contract's value, date and recipient (name, telephone number and e-mail address). References must be contactable if necessary, to clarify the relevance of the assignment. However, it is the tenderer's

s responsibility to document relevance through the description. Regarding relevance then while high volume with transaction customers. It is important that the tenderer uses 3 references. on parts of the competition they will participate See annex 1a - References on company level. If a tenderer will use the capacity of sub-suppliers (supporting companies) to fulfil the requirements of the tenderer's technical and professional qualifications, documentation must be enclosed for each sub-supplier in accordance with the documentation requirement below. Use 'Annex 1c - Commitment Statement'. The requirement applies regardless of the legal connection between the tenderer and sub-supplier(s). This also means that a group company that will use other companies in the group, for each supporting company, shall enclose documentation in accordance with the documentation requirement below.

Criterion: Other economic or financial requirements

Description of selection criterion: Sub-suppliers - Support from other entities (Submit with the application letter, if applicable) Requirement: If a tenderer will use the capacity of sub-suppliers (supporting companies) to fulfil the requirements for "the tenderer's economic and financial capacity" and "the tenderer's technical and professional qualifications", documentation shall be enclosed for each sub-supplier in accordance with the documentation requirement below. The requirement applies regardless of the legal connection between the tenderer and sub-supplier(s). This also means that a group company that will use other companies in the group, for each supporting company, shall enclose documentation in accordance with the documentation requirement below. Documentation requirement: Each sub-provider (supporting company) shall enclose a signed commitment statement by completing the attached document "Commitment Statement". The declaration of commitment shall include the following information: • Name of the tenderer who will use sub-suppliers (supporting business) • Sub-supplier (supporting business) o Name o Organisation number o Organisation Description o Company Form o Ownership structure o Managing Director o Mobile no. general manager o E-mail address, Managing Director o Description of the estimated contribution (percentage of the total volume) that the sub-contractor shall submit in connection with the contract. o Description of which deliveries/services sub-providers shall be responsible for in connection with the contract. o A description of how the co-operation relationship between the tenderer and sub-suppliers (supporting companies) is based and organised, and whether it involves long-term co-operation relation and any indication of the time aspect of the relationship. Use 'Annex 1b - Commitment Statement' Documentation requirements: Description is to be enclosed with the tender letter The tenderer shall use "Annex 1c - Commitment Statement" if the company uses other companies in its delivery.

5.1.10. Award criteria

Criterion:

Type: Price

Description: Price

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

Award criterion number: 40

Criterion:

Type: Quality

Description: Quality

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

Award criterion number: 60

Criterion:

Type: Quality

Description: Climate and environmental considerations Consultancy services are considered to have a climate footprint and an immaterial environmental impact, as assessment elements included in typical procurements within the nature normally do not normally have a large footprint or do not have sufficient connection to the delivery of the consultancy service. Based on the above, the contracting authority uses the exclusionary provision in the procurement regulations (FOA) § 7-9 fourth paragraph, and replaces the award criteria with climate and environmental requirements in the requirement specification, as it is clear that this provides a better climate and environmental effect. The contracting authority is therefore exempt from the obligations to weight the environment 30% or to prioritise the environment among the three highest prioritised award criteria.

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/9252>

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/9252>

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

Electronic catalogue: Not allowed

Deadline for receipt of tenders: 09/11/2026 11:00:00 (UTC+00:00) Western European Time, GMT

Duration during which the tender must remain valid: 84 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: Hedmarken og Østerdal tingrett

Organisation providing additional information about the procurement procedure: Norsk Tipping

Organisation providing more information on the review procedures: Norsk Tipping

Organisation receiving requests to participate: Artifik AS

8. Organisations

8.1. ORG-0001

Official name: Norsk Tipping
Registration number: 925836613
Postal address: Postboks 4414
Town: HAMAR
Postcode: 2325
Country subdivision (NUTS): Innlandet (NO020)
Country: Norway
Contact point: Erik Johannesen
Email: erik.johannesen@norsk-tipping.no
Telephone: +47 62514000
Internet address: <https://www.norsk-tipping.no>
Buyer profile: <https://www.norsk-tipping.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: Hedmarken og Østerdal tingrett
Registration number: 935364892
Postal address: Postboks 4450
Town: Hamar
Postcode: 2326
Country subdivision (NUTS): Innlandet (NO020)
Country: Norway
Email: toinpost@domstol.no
Telephone: +47 62550650
Internet address: <https://www.domstol.no/no/domstoler/tingrett/hedmarken-og-osterdal-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
Organisation receiving requests to participate

Notice information

Notice identifier/version: df2ff771-8f79-4e84-a2ef-ae3c39c1bf20 - 01
Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

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