

692161-2026 - Competition

Norway – Software-related services – Customer dialogue and case handling contact centre system

OJ S 194/2026 07/10/2026

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: Customer dialogue and case handling contact centre system

Description: Troms County invites tenderers to a competition for a contact centre system for customer dialogue and case handling for the public transport and mobility offer in Troms. The contract period is from 01.03.2027 - 01.03.2030. In addition the contracting authority has an option for an extension of up to 2 (1+1) years. The tender contest is subject to financing. Tenderers are encouraged to go through the tender documentation carefully and get in the competition rules. If the tender documentation appears unclear, suppliers are encouraged to ask questions to the contracting authority through the Hyrr portal. The assignment is further described in Annex 1 Requirement Description and Requirement Specification.

Procedure identifier: d11967ba-d72f-4f19-9eda-48c85acc1442

Internal identifier: cmq0utavn000004jvcehujtk

Type of procedure: Negotiated with prior publication of a call for competition / competitive with negotiation

The procedure is accelerated: no

Main features of the procedure: All interested tenderers can apply for participation, but only a selection of qualified tenderers will be invited to submit a tender. The contracting authority will then conduct negotiations with the tenderers on the content of the tenders before the final award. 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. Part V - . Minimum candidates: 3. Maximum: 5. See the attached Procedure Rules point 2.1. Tenderers shall have sufficient relevant experience from equivalent assignments: Tenderers shall document relevant experience from equivalent assignments, including deliveries of omni-channel contact centre systems and/or equivalent systems to the public sector. Information shall be provided on the value, date and name of the contracting authority with the stated gender neutral preferred.

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72260000 Software-related services

Additional classification (cpv): 48445000 Customer Relation Management software package, 48000000 Software package and information systems

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: Customer dialogue and case handling contact centre system

Description: Troms County invites tenderers to a competition for a contact centre system for customer dialogue and case handling for the public transport and mobility offer in Troms. The contract period is from 01.03.2027 - 01.03.2030. In addition the contracting authority has an option for an extension of up to 2 (1+1) years. The tender contest is subject to financing. Tenderers are encouraged to go through the tender documentation carefully and get in the competition rules. If the tender documentation appears unclear, suppliers are encouraged to ask questions to the contracting authority through the Hyrr portal. The assignment is further described in Annex 1 Requirement Description and Requirement Specification.

Internal identifier: cmq0utax4000304jvdlvw1nbu2

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72260000 Software-related services

Additional classification (cpv): 48445000 Customer Relation Management software package, 48000000 Software package and information systems

Options:

Description of the options: The contract can be extended for 1 year at a time, up to two times.

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: 01/03/2027

Duration end date: 01/03/2030

5.1.4. **Renewal**

Maximum renewals: 2

Other information about renewals: The contract can be extended for 1 year at a time, up to two times.

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

Information about the second stage of a two-stage procedure:

The buyer reserves the right to award the contract on the basis of the initial tenders without any further negotiations

5.1.10. **Award criteria**

Criterion:

Type: Quality

Name: Functionality and solution description

Description: Under this criteria, associated requirements will be assessed.

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

Award criterion number: 40

Criterion:

Type: Price

Name: Price

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

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

Award criterion number: 30

Criterion:

Type: Quality

Name: Implementation and implementation

Description: Under this criteria, associated requirements will be assessed.

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

Award criterion number: 15

Criterion:

Type: Quality

Name: AI, innovation and further development

Description: Under this criteria, associated requirements will be assessed.

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

Award criterion number: 10

Criterion:

Type: Quality

Name: Demonstration of the solution

Description: Under this criteria, associated requirements will be assessed.

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

Award criterion number: 5

Criterion:

Type: Quality

Name: Climate and environment

Description: The contracting authority has chosen not to have a climate and/or environment as the award criteria or requirements in this competition, cf. the Public Procurement Regulations § 5b second and third paragraphs. The procurement is mainly for a cloud based software system and the accompanying digital services, and is considered to fall under the category software and information systems (CPV 48). These services typically have low climate intensity according to DFØ's guidelines on climate and environmental considerations in public procurements. The procurement does not include the procurement or establishment of physical infrastructure, and indirect environmental impact as a result of the operation of the cloud based service is considered small. Based on this, the procurement is being assessed to have a climate footprint and an environmental impact that is immaterial, cf. the Public Procurement Regulations § 5b third section.

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

Award criterion number: 0

5.1.11. Procurement documents

Address of the procurement documents: <https://hyr.no/procurement/cm90utavn000004jvcehujtk>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://hyr.no/procurement/cm90utavn000004jvcehujtk>

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 requests to participate: 09/11/2026 12:00:00 (UTC+01:00) Central European Time, Western European Summer Time

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: Hyr 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

Notice identifier/version: d63cac3b-8c03-403c-8f56-000538030504 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

Notice dispatch date: 06/10/2026 09:38:47 (UTC+02:00) Eastern European Time, Central European Summer Time
Languages in which this notice is officially available: English
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