759331-2026 - Competition

Norway – Travel agency and similar services – Travel agency services
OJ S 212/2026 02/11/2026
Contract or concession notice – standard regime
Services

1. Buyer

1.1. Buyer

Official name: Norsk Tipping
Email: e-post@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: Travel agency services
Description: The aim of the procurement is to enter into a contract for travel agency services that take care of Norsk Tipping´s need for business journeys and group/department gatherings. Norsk Tipping needs a comprehensive and efficient system for administration and booking of business journeys, as well as group and department collections. The system shall include travel agency services and a digital booking portal that makes it easy for employees to plan, book, change and cancel journeys. Business journeys means all types of journeys, with an emphasis on aircrafts, hotels, trains, hire cars and simple meeting rooms for travel for individuals and small groups. By group/department gatherings we mean travel/accommodation /meeting facilities for large groups. Norsk Tipping also has, on some occasions, a need for assistance with ordering and administration of group journeys abroad on behalf of several employees. The description of the need is not exhaustive. The normal year for business journeys is estimated to have a turnover of approx. NOK 4-5 million, whilst the group and department collections will have a turnover of approx. This is distributed relatively evenly throughout the year, with some excess weight of activity in the second half of the year.
Procedure identifier: a319fab4-9b45-4df3-9512-8a77fcfedf53
Internal identifier: 10398
Type of procedure: Open
The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services
Main classification (cpv): 63510000 Travel agency and similar services
Additional classification (cpv): 63500000 Travel agency, tour operator and tourist assistance services, 63000000 Supporting and auxiliary transport services; travel agencies services, 63511000 Organisation of package tours, 63512000 Sale of travel tickets and package tours services, 63515000 Travel services

2.1.2. Place of performance

Country subdivision (NUTS): Innlandet (NO020)
Country: Norway

2.1.3. Value

Estimated value excluding VAT: 30 000 000,00 NOK
Maximum value of the framework agreement: 35 000 000,00 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: Travel agency services
Description: The aim of the procurement is to enter into a contract for travel agency services that take care of Norsk Tipping´s need for business journeys and group/department gatherings. Norsk Tipping needs a comprehensive and efficient system for administration and booking of business journeys, as well as group and department collections. The system shall include travel agency services and a digital booking portal that makes it easy for employees to plan, book, change and cancel journeys. Business journeys means all types of journeys, with an emphasis on aircrafts, hotels, trains, hire cars and simple meeting rooms for travel for individuals and small groups. By group/department gatherings we mean travel/accommodation /meeting facilities for large groups. Norsk Tipping also has, on some occasions, a need for assistance with ordering and administration of group journeys abroad on behalf of several employees. The description of the need is not exhaustive. The normal year for business journeys is estimated to have a turnover of approx. NOK 4-5 million, whilst the group and department collections will have a turnover of approx. This is distributed relatively evenly throughout the year, with some excess weight of activity in the second half of the year.
Internal identifier: 13585

5.1.1. Purpose

Main nature of the contract: Services
Main classification (cpv): 63510000 Travel agency and similar services
Additional classification (cpv): 63500000 Travel agency, tour operator and tourist assistance services, 63000000 Supporting and auxiliary transport services; travel agencies services, 63511000 Organisation of package tours, 63512000 Sale of travel tickets and package tours services, 63515000 Travel services

5.1.2. Place of performance

Country subdivision (NUTS): Innlandet (NO020)
Country: Norway

5.1.3. Estimated duration

Start date: 01/01/2027
Duration end date: 31/12/2030

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

5.1.7. Strategic procurement

Aim of strategic procurement: Reduction of environmental impacts
Description: Reduction of environmental impact

5.1.9. Selection criteria

Sources of selection criteria: Notice
Criterion: Average yearly manpower
Description of selection criterion: Requirement: Tenderers shall have sufficient implementation ability and capacity within the requested areas. Documentation requirements: Documentation

requirement: 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 (the overview shall show manpower/capacity per role).

Criterion: Other economic or financial requirements
Description of selection criterion: Requirement: * Tenderers shall have satisfactory finances. Documentation requirements: Documentation requirement: * Income statement and balance with notes, as well as annual report and auditor's report for the last two years (can assess whether only the last year is sufficient). In addition a cash flow statement is required for the companies that are obliged to set this up. * Credit evaluation/rating, not older than 6 months from the tender deadline. * If it is more than 6 months since the balance sheet for the last annual accounts, the sub-year accounts must be enclosed. * Any other information of relevance to the company's fiscal figures. If a tenderer, for a justifiable reason, cannot present the documentation that Norsk Tipping has requested, he can prove his economic and financial style with any other document that the contracting authority can accept. If the tenderer has such a justifiable reason, he may contact Norsk Tipping in writing in order to clarify which other documentation is acceptable. If a tenderer will use the capacity of sub-suppliers (supporting companies) to fulfil the requirements of the tenderer's economic and financial capacity, a signed commitment statement must be enclosed with the attached document " Commitment Statement". The declaration of commitment shall include the following information: * Name of the tenderer who will rely on sub-suppliers (supporting business) * Sub-supplier (supporting business) * Name * Organisation number * Description of the organisation * Company Form * Ownership structure * Manager * Mobile No. General Manager * E-mail address, Managing Director * Description of the estimated contribution (percentage of the total volume) that sub-suppliers shall submit in connection with the contract. * Description of which deliveries/services sub-providers shall be responsible for in connection with the contract. * A description of how the co-operation relationship between the tenderer and sub-suppliers (supporting business) is considered and organised, and whether it involves long-term co-operation relation and any indication of the time aspect of the relationship.

Criterion: Enrolment in a trade register
Description of selection criterion: Requirement: * Tenderers shall be a legally established company. Documentation requirements: Documentation requirement: * Norwegian companies: Company Registration Certificate * Foreign companies: Proof that the company is registered in a trade or business register as prescribed by the law of the country where the company is established. If a tenderer has documented a company registration certificate via e-Certificate, documentation in pdf/equivalent must not be enclosed.

Criterion: Other economic or financial requirements
Description of selection criterion: Requirement: * Tenderers shall have their tax and VAT payments in order. Documentation requirements: Documentation requirement: * Norwegian companies: Tax certificate for tax and VAT. The tax and VAT certificate is delivered by the Norwegian Tax Administration and can be ordered via Altinn. * Foreign companies: Must provide certificates from equivalent authorities to the Norwegian ones. If their authorities do not issue such documents, the tenderer shall enclose a declaration stating that taxes and VAT have been paid. The declaration shall be confirmed and signed by the company's financial manager and auditor. The documents must be presented before the tender deadline and must not be older than 6 months from the tender deadline. If a tenderer has documented a tax certificate via e-Certificate, documentation in pdf/equivalent must not be enclosed.

5.1.10. Award criteria

Criterion:

Type: Quality
Description: Quality
Category of award weight criterion: Weight (percentage, exact)
Award criterion number: 60

Criterion:

Type: Price
Description: Price
Category of award weight criterion: Weight (percentage, exact)
Award criterion number: 40

Criterion:

Type: Quality
Description: Justification for the use of climate and environmental requirements in the requirement specifications. Norsk Tipping has assessed how climate and environmental considerations can most effectively be taken care of in the procurement, cf. the Procurement Act § 5b second paragraph. The procurement concerns travel agency services connected to, among other things, booking and administration of business journeys, including flights, hotels, trains and hire cars, as well as services connected to courses and gatherings. Norsk Tipping has made a concrete assessment of where the climate and environmental impact of the procurement occurs and which parts of the delivery the tenderer can influence. Based on this, concrete and binding climate and environmental requirements are chosen as a minimum requirement (A-requirement) in the requirement specification, rather than using climate and the environment as the award criterion. The requirements are directed at climate and sustainability reports, a portal reporting system and access to environmentally friendly hotels. The requirements mean that the tenderer who is awarded the contract must fulfil the stipulated environmental level and the requirements will be binding on the contract in the contract period. Norsk Tipping estimates that this organisation has a better climate and environmental effect than using climate and the environment as the award criterion. An award criteria will involve a relative assessment of differences between the tenders and it does not in itself ensure that the tenderer awarded the contract fulfils a specific minimum level. By setting the requirements as absolute minimum requirements, all tenders that can form the basis for the contract must fulfil the stipulated environmental level. This is considered particularly relevant for this procurement as the climate and environmental impact occurs primarily from the underlying travel and overnight services, whilst the travel agency provider's influence first and foremost lies in how these alternatives are presented, made available and followed-up through the travel agency service. A significant part of the climate and environmental impact of travel occurs when carrying out the underlying transport and overnight services. The travel agency provider is a communicator of these services and does not have direct control over, for example, the airlines´ means of transport, emissions from each flight or the hotels´ operation and energy use. However, the travel agency provider has an influence on how available travel and accommodation options are presented and made available to Norsk Tipping's travellers, what climate and environmental information is available at the time of booking, how Norsk Tipping's travel policy is supported in the booking solution, as well as what information and reporting Norsk Tipping receives to monitor the climate and environmental impact of travel. The requirements have a direct connection to the travel agency service and to how the service shall be provided and used throughout the contract period. Requirement specifications can include environmental properties and conditions throughout the delivery's life cycle, but the requirements shall be connected to the delivery and be in relation to the procurement´s purpose and value. After an overall assessment Norsk Tipping therefore believes that the

concrete climate and environmental requirements in the requirement specifications will provide better climate and environmental effect than the use of award criteria alone. The choice is therefore in accordance with the Public Procurement Act § 5b second paragraph.
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/10398
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/10398
Languages in which tenders or requests to participate may be submitted: Norwegian
Electronic catalogue: Not allowed
Deadline for receipt of tenders: 30/11/2026 09:00:00 (UTC+00:00) Western European Time, GMT
Duration during which the tender must remain valid: 3 Months
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:
Framework agreement, without reopening of competition
Maximum number of participants: 1
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: Midtdal, Tonje
Email: e-post@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: dcb5bbdc-3440-4db6-a67c-cfa8b0131c50 - 01
Form type: Competition
Notice type: Contract or concession notice – standard regime
Notice subtype: 16
Notice dispatch date: 30/10/2026 13:53:11 (UTC+00:00) Western European Time, GMT
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