

859276-2025 - Competition

Norway – IT services: consulting, software development, Internet and support – Qualification for contracts for operation infrastructure for applications and networks (ADRIAN)

OJ S 247/2025 23/12/2025

Contract or concession notice – standard regime - Change notice

Services - Supplies

1. Buyer

1.1. Buyer

Official name: Trondheim kommune

Email: roar.nass@trondheim.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: Qualification for contracts for operation infrastructure for applications and networks (ADRIAN)

Description: Trondheim municipality, (hereafter called the Customer), invites tenderers to a competition with negotiations (FOA Part III) with the intention of entering into new operational agreements that involve taking over Application and Infrastructure services and network and communications services with the accompanying Maintenance, Purchasing and Equipment Services. The project name is «ADRIAN» (Contract Operation Infrastructure for Applications and Network)

Procedure identifier: 4a986816-3fca-4cb3-bfc2-29f6f58f4d4c

Internal identifier: 2025/27867

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: The competition starts with a prequalification of tenderers who have submitted a request for participation in the competition. Tenderers who are qualified will be invited to submit a tender by replying to this tender documentation and annexes. All references to the Tenderer are to be understood as references to relevant tenderers. All references to the delivery shall be understood as the system and services requested by the Contracting Authority in accordance with the Contracting Authority's requirements. Tender documentation. The tender documentation and annexes give tenderers the necessary information and guidelines in the tender phase, see also chapter 7 The tender documentation documents/annexes.

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): 32400000 Networks, 48000000 Software package and information systems, 48200000 Networking, Internet and intranet software package, 48210000 Networking software package, 48821000 Network servers, 51300000 Installation services of

communications equipment, 72315100 Data network support services, 72315200 Data network management services, 72510000 Computer-related management services, 72514000 Computer facilities management services

2.1.2. Place of performance

Country subdivision (NUTS): Trøndelag/Tröndelage (NO060)

Country: Norway

2.1.4. General information

Legal basis:

Directive 2014/24/EU

Anskaffelsesforskriften - Procurement Regulations

Anskaffelsesforskriften - Enring of link to doffin

Anskaffelsesforskriften - Alteration of the link to documents

2.1.5. Terms of procurement

Terms of submission:

Maximum number of lots for which one tenderer can submit tenders: 2

Terms of contract:

Maximum number of lots for which contracts can be awarded to one tenderer: 2

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Notice

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, in the event a enforceable verdict has 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.

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).

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).

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)

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 out 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.

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).

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.

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.

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.

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?

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.

Misrepresentation, withheld information, unable to provide required documents or obtained confidential information of this procedure: Have the tenderer:a) given grossly incorrect information when notifying the information required to verify that there is no basis for rejection, or of the qualification requirements being met,b) failed to provide such information,c) subject to immediately submitting the supporting documents requested by the Contracting Authority, ord) improperly affecting 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: Are tenderers 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?

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 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. Will the purely national rejection reasons, as stated in the relevant notice or in the procurement documents, apply?

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?

Breaching obligation relating to payment of taxes: Has the tenderer not fulfilled his tax and duty obligations in the country in which he is established, and in the contracting authority's 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 made mandatory in accordance with the current national law without the possibility for exceptions.

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 made mandatory in accordance with the current national law without the possibility for exceptions.

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 made mandatory in accordance with the current national law without the possibility for exceptions.

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 made mandatory in accordance with the current national law without the possibility for exceptions.

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 made mandatory in accordance with the current national law without the possibility for exceptions.

Analogous situation like bankruptcy, insolvency or arrangement with creditors under national law: 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 made mandatory in accordance with the current national law without the possibility for exceptions.

5. Lot

5.1. Lot: LOT-0001

Title: Procurement of Network and Communications Services

Description: The scope of the service consists of: Services connected to the operation and management of the customer's core network and edge network with accompanying network infrastructure including firewalls with the accompanying security systems, core switches, edge switchers, wireless networks and control systems, as well as the accompanying monitoring systems, security systems and operational systems as described in Annex 3. operation and management of communication (owned and leased lines), connection to collaboration partners, segmentation and redundancy in the network architecture. Consultancy and consultancy services connected to the operation, management and development of the contract area. Product procurement and maintenance of the Contracting Authority's network equipment and associated services and licences. The contracting authority's network consists of the Contracting Authority's town-wide core network as well as networks in approx. 400 locations, as well as firewall services, both on-premises and potentially in a cloud.

Internal identifier: 69295c88be3f3adc5edd4382-6942ba35da2801f0cf210144

5.1.1. Purpose

Main nature of the contract: Supplies

Additional nature of the contract: Services

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

Additional classification (cpv): 48200000 Networking, Internet and intranet software package, 51300000 Installation services of communications equipment, 72000000 IT services: consulting, software development, Internet and support

5.1.2. Place of performance

Country: Norway

Anywhere in the given country

5.1.3. Estimated duration

Start date: 01/01/2027

Duration end date: 31/12/2034

5.1.4. Renewal

Maximum renewals: 5

Other information about renewals: 3+1+1+1+1+1

5.1.5. Value

Estimated value excluding VAT: 250 000 000,00 NOK

Maximum value of the framework agreement: 475 000 000,00 NOK

5.1.6. General information

Reserved participation:

Participation is not reserved.

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): no

This procurement is also suitable for small and medium-sized enterprises (SMEs): no

5.1.9. Selection criteria

Sources of selection criteria: Notice

Criterion: Other economic or financial requirements

Description of selection criterion: Norwegian tenderers: Tax and VAT certificate from the tax authorities, not older than 6 months calculated from the deadline for requests to participate in the competition.

Criterion: Enrolment in a trade register

Description of selection criterion: Norwegian tenderers: Company registration certificate from the Brønnøysund Register Centre. Foreign tenderers: Certificate for registration in the Register of Business Enterprises as prescribed in the legislation of the country in which the Tenderer is established.

Criterion: Other economic or financial requirements

Description of selection criterion: Credit rating based on the last known and approved accounting figures. The rating shall be carried out by a credit rating company with a licence to conduct this service.

Criterion: Technicians or technical bodies for quality control

Description of selection criterion: Description of the tenderer's technical capacity and professional qualifications. With regard to the capacity, a description of the tenderer's relevant units shall be given. With regard to qualifications, a short overview of general relevant expertise at the Tenderer is requested. Persons that are offered should not be specified, and CVs should not be submitted. «Kval Annex 06 Technical capacity and professional qualifications» shall be completed.

The criteria will be used to select the candidates to be invited for the second stage of the procedure

Criterion: Relevant educational and professional qualifications

Description of selection criterion: Description of the tenderer's five most important relevant deliveries in the last three years. The description for each delivery shall include recipient /Customer duration extent

The criteria will be used to select the candidates to be invited for the second stage of the procedure

Criterion: Certificates by quality control institutes

Description of selection criterion: An account of the company's quality assurance/management system. or Documentation that the tenderer has an ISO certified quality assurance system.

The criteria will be used to select the candidates to be invited for the second stage of the procedure

Criterion: Environmental management measures

Description of selection criterion: Description of environmental management measures. «The Enquiry's Anguish Annex 04 Environmental Requirements Form" is used for control of documentation. • If the environmental management system is certified, Certification certificates can be presented.

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

Minimum number of candidates to be invited for the second stage of the procedure: 3

Maximum number of candidates to be invited for the second stage of the procedure: 6

The procedure will take place in successive stages. At each stage, some participants may be eliminated

5.1.10. Award criteria

Criterion:

Type: Quality

Name: DDA-D Quality

Description: To what degree the Tenderer's tender qualitatively fulfils the Contracting Authority's requirements. Particular emphasis will be put on: The tenderer's response to their compliance with standards/framework/methodology/quality system. The tenderer's visualised technical understanding in their descriptions of how these fulfil the Contracting Authority's requirements. The tenderer's description of his proactive and reactive work within the security area. The tenderer's systems for reporting to, as well as insight and self-service for the Customer. The tenderer's offered service measurements and service level.

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

Award criterion number: 25

Criterion:

Type: Quality

Name: SSA-D Implementation ability

Description: To what degree the tenderer's offer meets the Customer's requirements for implementation ability, both for the establishment project and in ordinary operations. Particular emphasis will be put on: The tenderer's visualised process comprehension of how interaction with the Customer is carried out The tenderer's implementation ability and accountability in the interaction with the Customer's and the Customer's other suppliers, in particular The contracting authority's operational resources for the operation of digital work surfaces.

Application operation provider Supplier of digital work surfaces. Telephony service provider Service provider in operation of patient notification. The tenderer's competence and experience of the offered key personnel and what capacity the tenderer has for carrying out the assignment. Project and progress plan for the implementation of the establishment project

The tenderer's approach on how all services and service level are transferred to a new operational contract and what risk this carries for the Customer.

The tenderer's approach on how all services and service level are transferred to a new operational contract and what risk this carries for the Customer.

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

Award criterion number: 10

Criterion:

Type: Price

Name: SSA-D Prist Drift og forvaltning

Description: Fixed price for the services included in the delivery's basic price (services and service level included in the basic price is specified in annex 1). The contracting authority's estimates for requirements and deliveries that are not covered by the tender and which, thus, the Customer must procure in other ways. The life cycle costs connected to the tenderer's solution proposal including calculated financial consequences of the tenderer's reservations will form the basis, as well as consequences for the Customer's own costs in connection with the contracting and management of the signed contract. Service level with a standardised price reduction for the operation and management of the Contracting Authority's group network.

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

Award criterion number: 15

Criterion:

Type: Quality

Name: SSA-K Quality

Description: To what degree the Tenderer's tender qualitatively fulfils the Contracting Authority's requirements. It will particularly be emphasised on: Particular emphasis will be put on: The tenderer's ability to manage licences at the Contracting Authority's portfolio of equipment and functionality. The tenderer's ability to offer a broad spectrum of products. The tenderer's ability to offer communication to the Contracting Authority's addresses. The tenderer's consultancy function in connection with: licences and products that support the Contracting Authority's need
Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 15

Criterion:

Type: Quality

Name: SSA-K Implementation ability

Description: To what degree the tenderer's offer meets the Customer's requirements for implementation ability, both for the establishment of the system and in the service delivery. Particular emphasis will be put on: The tenderer's competence and certification with relevant manufacturers. Delivery time of offered products The tenderer's competence and experience of the offered key personnel and the capacity that the tenderer has for deliveries.

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

Award criterion number: 5

Criterion:

Type: Price

Name: SSA-K Price

Description: Discount on equipment, discount on global price list, mark-up percentage, establishment of communication and licence costs Price enterprise agreement from Cisco

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

Award criterion number: 15

Criterion:

Type: Quality

Name: SSA-K Environment

Description: energy efficiency: Requirements for low energy consumption in operation Material use: Use of recycled or renewable materials, or a ban on hazardous substances. Emissions: Maximum emissions of climate gases or pollution (e.g. requirement for fossil free vehicles under 7.5 tons). Waste management: Sorting, minimisation of waste and options for repairs and recycling (circular economy). Lifetime and repairs: Requirement for long product lifetime and availability of spare parts. Documentation: Environmental declarations (EPDs) or climate accounts are required to document environmental footprint.

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

Award criterion number: 15

5.1.11. Procurement documents

Access to certain procurement documents is restricted

Languages in which the procurement documents are officially available: Norwegian

Deadline for requesting additional information: 19/12/2025 11:00:00 (UTC+00:00) Western European Time, GMT

Information about restricted documents is available at: <https://permalink.mercell.com/254321364.aspx>

5.1.12. Terms of procurement

Terms of the procedure:

Estimated date of dispatch of the invitations to submit tenders: 16/01/2026

Terms of submission:

Electronic submission: Required

Address for submission: <https://permalink.mercell.com/270798724.aspx>

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

Electronic catalogue: Not allowed

Advanced or qualified electronic signature or seal (as defined in Regulation (EU) No 910/2014) is required

Variants: Not allowed

Tenderers may submit more than one tender: Not allowed

Deadline for receipt of requests to participate: 09/01/2026 11:00:00 (UTC+00:00) Western European Time, GMT

Information that can be supplemented after the submission deadline:

No documents can be submitted later.

Terms of contract:

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

A non-disclosure agreement is required: no

Electronic invoicing: Required

Electronic ordering will be used: yes

Electronic payment will be used: yes

5.1.15. Techniques

Framework agreement:

Framework agreement, without reopening of competition

Maximum number of participants: 10

Justification for the duration of the framework agreement: Due to the contract's complexity and extent within the agreement area of network and communications services, we have decided that the framework agreement (SSA-R) shall have the same duration as the operational agreement within network and communications services. . I.e. a contract length of maximum 8 (eight) years.

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Review organisation: Trøndelag tingrett

Information about review deadlines: Appeals deadlines in accordance with the Procurement Act

Organisation providing information concerning the general regulatory framework for taxes applicable in the place where the contract is to be performed: Trøndelag tingrett

Organisation providing information concerning the general regulatory framework for environmental protection applicable in the place where the contract is to be performed:

Trøndelag tingrett

Organisation providing information concerning the general regulatory framework for employment protection and working conditions applicable in the place where the contract is to be performed: Trøndelag tingrett

Organisation providing additional information about the procurement procedure: Trondheim kommune

Organisation providing offline access to the procurement documents: Trondheim kommune

Organisation providing more information on the review procedures: Trondheim kommune

Organisation receiving requests to participate: Trondheim kommune

Organisation processing tenders: Trondheim kommune

5.1. Lot: LOT-0002

Title: Procurement of Application and Infrastructure Services

Description: Services connected to application operation, database operation and administration, Identity and catalogue services, Infrastructure both on-premises and in cloud, Storage and backup, Security Monitoring services, Server operation, Secure File Transfer, Security, Printout services, Terminal server services, DevSecOps platform services and equivalent as described in Annex 3. Consultancy and consultancy services connected to operation, management and development of the contract area.

Internal identifier: 69299082f4382ac4cb6c37c9-6942ba35da2801f0cf210145

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, 48200000 Networking, Internet and intranet software package

5.1.2. Place of performance

Country: Norway

Anywhere in the given country

5.1.3. Estimated duration

Start date: 01/01/2027

Duration end date: 31/12/2034

5.1.4. Renewal

Maximum renewals: 5

Other information about renewals: 3+1+1+1+1+1

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

This procurement is also suitable for small and medium-sized enterprises (SMEs): no

5.1.9. Selection criteria

Sources of selection criteria: Notice

Criterion: Other economic or financial requirements

Description of selection criterion: Norwegian tenderers: Tax and VAT certificate from the tax authorities, not older than 6 months calculated from the deadline for requests to participate in the competition.

Criterion: Enrolment in a trade register

Description of selection criterion: Norwegian tenderers: Company registration certificate from the Brønnøysund Register Centre. Foreign tenderers: Certificate for registration in the Register of Business Enterprises as prescribed in the legislation of the country in which the Tenderer is established.

Criterion: Other economic or financial requirements

Description of selection criterion: Credit rating based on the last known and approved accounting figures. The rating shall be carried out by a credit rating company with a licence to conduct this service.

Criterion: Technicians or technical bodies for quality control

Description of selection criterion: Description of the tenderer's technical capacity and professional qualifications. With regard to the capacity, a description of the tenderer's relevant units shall be given. With regard to qualifications, a short overview of general relevant expertise at the Tenderer is requested. Persons that are offered should not be specified, and CVs should not be submitted. «Kval Annex 06 Technical capacity and professional qualifications» shall be completed.

The criteria will be used to select the candidates to be invited for the second stage of the procedure

Criterion: Relevant educational and professional qualifications

Description of selection criterion: Description of the tenderer's five most important relevant deliveries in the last three years. The description for each delivery shall include recipient /Customer duration extent

The criteria will be used to select the candidates to be invited for the second stage of the procedure

Criterion: Certificates by quality control institutes

Description of selection criterion: An account of the company's quality assurance/management system. or Documentation that the tenderer has an ISO certified quality assurance system.

The criteria will be used to select the candidates to be invited for the second stage of the procedure

Criterion: Environmental management measures

Description of selection criterion: Description of environmental management measures. «The Enquiry's Anguish Annex 04 Environmental Requirements Form" is used for control of documentation. • If the environmental management system is certified, Certification certificates can be presented.

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

Minimum number of candidates to be invited for the second stage of the procedure: 3

Maximum number of candidates to be invited for the second stage of the procedure: 6

The procedure will take place in successive stages. At each stage, some participants may be eliminated

5.1.10. Award criteria

Criterion:

Type: Quality

Name: SSA-D Quality

Description: To what degree the Contracting Authority's described need is covered by the offered operating system and to what degree it meets the Contracting Authority's requirement specifications. Particular emphasis will be put on: That the tenderer offers a uniform, robust and future orientated operational system with standardised processes that ensure high availability and predictability for the Contracting Authority's users. The tenderer's consultancy function in connection with: streamlining of the Contracting Authority's services, applications and data over time. The tenderer's visualised technical understanding in their descriptions of how the offered systems fulfil the Contracting Authority's requirements. The tenderer's

visualised process comprehension in their descriptions of how interaction with the Customer is carried out. The tenderer's description of his proactive and reactive work within the security area. The tenderer's systems for reporting to, as well as insight and self-service for the Customer. The tenderer's offered service measurements and service level.

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

Award criterion number: 40

Criterion:

Type: Quality

Name: SSA-D Implementation ability

Description: To what degree the tenderer's response meets the Contracting Authority's requirement specifications. Particular emphasis will be put on: The tenderer's competence and experience of the offered key personnel and what capacity the tenderer can offer for the delivery of establishment projects and ordinary operations. Project and progress plan for the implementation of the establishment project. The tenderer's approach on how all services and service level are transferred to a new operational contract and what risk this carries for the Customer. The tenderer's implementation ability and accountability in the interaction with the Customer, the Contracting Authority's application supplier and the Contracting Authority's other operational suppliers.

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

Award criterion number: 25

Criterion:

Type: Price

Name: SSA-D Total price and price terms

Description: Particular emphasis will be put on: Fixed price for the services included in the delivery's basic price (services and service level included in the basic price is specified in annex 1). Price of additional services Variable price and price model for storage and backup. The life cycle costs connected to the tenderer's solution proposal including calculated financial consequences of the tenderer's reservations will form the basis, as well as consequences for the Customer's own costs in connection with the contracting and management of the signed contract.

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

Award criterion number: 35

5.1.11. Procurement documents

Languages in which the procurement documents are officially available: Norwegian

Deadline for requesting additional information: 19/12/2025 11:00:00 (UTC+00:00) Western European Time, GMT

Address of the procurement documents: <https://permalink.mercell.com/270798724.aspx>

Ad hoc communication channel:

Name: Bruk av Mercell

5.1.12. Terms of procurement

Terms of the procedure:

Estimated date of dispatch of the invitations to submit tenders: 16/01/2026

Terms of submission:

Electronic submission: Required

Address for submission: <https://permalink.mercell.com/270798724.aspx>

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

Electronic catalogue: Allowed

Variants: Not allowed

Tenderers may submit more than one tender: Not allowed

Deadline for receipt of requests to participate: 09/01/2026 11:00:00 (UTC+00:00) Western European Time, GMT

Information that can be supplemented after the submission deadline:

No documents can be submitted later.

Terms of contract:

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

A non-disclosure agreement is required: no

Electronic invoicing: Required

Electronic ordering will be used: yes

Electronic payment will be used: yes

5.1.15. Techniques

Framework agreement:

No framework agreement

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Review organisation: Trøndelag tingrett

Information about review deadlines: See the Public Procurements Act

Organisation providing information concerning the general regulatory framework for taxes applicable in the place where the contract is to be performed: Trøndelag tingrett

Organisation providing information concerning the general regulatory framework for environmental protection applicable in the place where the contract is to be performed: Trøndelag tingrett

Trøndelag tingrett

Organisation providing additional information about the procurement procedure: Trondheim kommune

Organisation providing offline access to the procurement documents: Trondheim kommune

Organisation receiving requests to participate: Trondheim kommune

Organisation processing tenders: Trondheim kommune

8. Organisations

8.1. ORG-0001

Official name: Trondheim kommune

Registration number: 942110464

Postal address: Erling Skakkes gate 14

Town: TRONDHEIM

Postcode: 7004

Country subdivision (NUTS): Trøndelag/Tröndelage (NO060)

Country: Norway

Contact point: Roar Næss

Email: roar.nass@trondheim.kommune.no

Telephone: +47 72540000

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

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

Organisation providing offline access to the procurement documents
Organisation receiving requests to participate
Organisation processing tenders
Organisation providing more information on the review procedures

8.1. **ORG-0002**

Official name: Trøndelag tingrett

Registration number: 926722794

Town: TRONDHEIM

Postcode: 7004

Country subdivision (NUTS): Trøndelag/Tröndelage (NO060)

Country: Norway

Roles of this organisation:

Review organisation

Organisation providing information concerning the general regulatory framework for taxes applicable in the place where the contract is to be performed

Organisation providing information concerning the general regulatory framework for environmental protection applicable in the place where the contract is to be performed

Organisation providing information concerning the general regulatory framework for employment protection and working conditions applicable in the place where the contract is to be performed

10. Change

Version of the previous notice to be changed

:

5f852a88-3b39-4926-a5e4-0c4f0e5087f1-01

Main reason for change

:

Publisher correction

10.1. **Change**

Section identifier: PROCEDURE

10.1. **Change**

Section identifier: LOT-0001

10.1. **Change**

Section identifier: LOT-0002

Notice information

Notice identifier/version: 74246032-c368-459b-aa9e-684e468091dd - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

Notice dispatch date: 19/12/2025 13:59:31 (UTC+00:00) Western European Time, GMT

Notice dispatch date (eSender): 19/12/2025 14:12:21 (UTC+00:00) Western European Time, GMT

Languages in which this notice is officially available: English

Notice publication number: 859276-2025

OJ S issue number: 247/2025

Publication date: 23/12/2025