

343841-2026 - Licitación

Noruega – Servicios TI: consultoría, desarrollo de software, Internet y apoyo – ESM platform with a system for user enquiries - Stage 1 - Qualification

OJ S 96/2026 20/05/2026

Anuncio de contrato o de concesión. Régimen normal

Servicios

1. Comprador

1.1. Comprador

Denominación oficial: Stortinget

Correo electrónico: innkjop.postmottak@stortinget.no

Naturaleza jurídica del comprador: Empresa pública

Actividad del poder adjudicador: Servicios públicos generales

2. Procedimiento

2.1. Procedimiento

Título: ESM platform with a system for user enquiries - Stage 1 - Qualification

Descripción: The Norwegian Parliament's current system for handling user enquiries, Footprints, is nearing the end of its technological lifetime and it no longer fulfils the requirements for modern, secure and effective case handling. For the users, the current situation means that enquiries need to be directed through several different channels – such as Footprints, email, telephone, SMS and physical attendance – which creates uncertainty as to where to address, who is following up, and what the status of the case is. In order to meet these challenges, the project New System for User Enquiries was established with the aim of acquiring and introducing a modern ESM platform (Enterprise Service Management), in which a new system for user enquiries is established as the first system on the platform. An ESM platform will not only replace Footprints, but at the same time give the Norwegian Parliament a common technological foundation for several types of work processes in the long term. Thus, the project addresses both the need for a new user enquiry system and the strategic need to ensure growth when the organisation is ready for it. The aim is to use a system that is secure, scalable and based on standardised processes and integrations. The platform approach facilitates further digitalisation, better data quality and more fact-based decisions. It also supports the Norwegian Parliament's need for efficiency, automation and overall management information. Future situation When the system is implemented, the Norwegian Parliament has adopted a flexible and scaleable platform that supports user enquiries as the first process, but which is also rigged to handle several work processes over time. The platform enables gradual development where the Norwegian Parliament itself manages the tempo, at the same time that the tenderer contributes with the necessary competence for configuration, development and implementation and its best practice and experience from other customers. The system is integrated with other systems through standard APIs/connectors and it provides a joint framework for processes and data basis. This provides consistent information across your organisation, improved data quality and management information, as well as support for fact-based priorities and strategic planning. Stortingets administrasjon gets a modern, comprehensive and user friendly platform that improves both internal work flow and the experience for the users. Unified processes and a common user interface contribute to fewer errors, better experiences and more efficient work flow. The system also facilitates increased

automation and digitalisation, and over time cost reductions are achieved by having several processes gathered in one platform, as well as security and privacy strengthened and the Starting now has a strong technological foundation that can be further developed gradually, scaled as needed and used across the organisation to support future digital needs and innovation. The procurement will be carried out with SSA-Sky as the contract basis and it is assumed that the system is delivered as a standardised cloud system (SaaS). This means that functionality, further development, security and operation are mainly safeguarded through the tenderer's established service model and standard updates. The described needs are based on experiences with the current Footprints system and the established ITSM processes, while also reflecting the Norwegian Parliament's need and ambition for further development within a modern cloud based service model. The requirement descriptions cover both direct support for established ITSM processes, such as Incident, Request, Change and Problem Management, as well as transverse needs such as joint entrance, dialogue, notifications, search, reporting, security, compliance and management. Combined, the needs shall provide a flexible possibility room where processes, services and applications can be configured, combined and further developed over time, also for new needs and services that are not currently fully known. The needs are formulated as business and functional needs, and not as detailed technical specifications. This has been done so that the Tenderer can offer systems that are primarily based on standard functionality in the cloud platform, in accordance with the principles in SSA-Sky. Both the current need and new or changed needs arising in the contract period The service provider shall, in their tender, describe how the system supports the needs within the framework of an SSA-Sky delivery, including how management, security, availability and further development are safeguarded throughout the contract period. The Norwegian Parliament sees a need for a solution that also allows for development and adaptation in the contract period. The descriptions of the needs are therefore formulated technology neutral and process independent, so that they can be covered through the tenderer's standard functionality, configuration and further development - both for the current use and for new needs that may arise. Tenderers shall describe in their tender how their solution: covers the Norwegian Parliament's need in a comprehensive manner supports established ITSM processes that provide low risk, high management friendly and good further development possibilities in accordance with SSA-Sky

Identificador del procedimiento: ef0e33d8-fa8b-42fb-a506-463926cc7e16

Identificador interno: 2025/8901

Tipo de procedimiento: Negociado con publicación previa de un anuncio de licitación / licitación con negociación

El procedimiento está acelerado: no

Principales características del procedimiento: ESM platform with a system for user enquiries.

2.1.1. Finalidad

Naturaleza del contrato: Servicios

Clasificación principal (cpv): 72000000 Servicios TI: consultoría, desarrollo de software, Internet y apoyo

Clasificación adicional (cpv): 48000000 Paquetes de software y sistemas de información, 48517000 Paquetes de software de TI, 72200000 Servicios de programación de software y de consultoría, 72260000 Servicios relacionados con el software

2.1.2. Lugar de ejecución

Subdivisión del país (NUTS): Oslo (NO081)

País: Noruega

2.1.4. Información general

Base jurídica:

Directiva 2014/24/UE

Anskaffelsesforskriften - Negotiated procedure. The first phase is qualification and the second phase is a competition. All relevant documents are available in both phases. A RFI has been carried out before the outset of competition: <https://www.doffin.no/notices/2026-104558>

2.1.6. Motivos de exclusión

Fuentes de los motivos de exclusión: Documento europeo único de contratación (DEUC)

5. Lote

5.1. Lote: LOT-0000

Título: ESM platform with a system for user enquiries - Stage 1 - Qualification

Descripción: The Norwegian Parliament's current system for handling user enquiries, Footprints, is nearing the end of its technological lifetime and it no longer fulfils the requirements for modern, secure and effective case handling. For the users, the current situation means that enquiries need to be directed through several different channels – such as Footprints, email, telephone, SMS and physical attendance – which creates uncertainty as to where to address, who is following up, and what the status of the case is. In order to meet these challenges, the project New System for User Enquiries was established with the aim of acquiring and introducing a modern ESM platform (Enterprise Service Management), in which a new system for user enquiries is established as the first system on the platform. An ESM platform will not only replace Footprints, but at the same time give the Norwegian Parliament a common technological foundation for several types of work processes in the long term. Thus, the project addresses both the need for a new user enquiry system and the strategic need to ensure growth when the organisation is ready for it. The aim is to use a system that is secure, scalable and based on standardised processes and integrations. The platform approach facilitates further digitalisation, better data quality and more fact-based decisions. It also supports the Norwegian Parliament's need for efficiency, automation and overall management information. Future situation When the system is implemented, the Norwegian Parliament has adopted a flexible and scalable platform that supports user enquiries as the first process, but which is also rigged to handle several work processes over time. The platform enables gradual development where the Norwegian Parliament itself manages the tempo, at the same time that the tenderer contributes with the necessary competence for configuration, development and implementation and its best practice and experience from other customers. The system is integrated with other systems through standard APIs/connectors and it provides a joint framework for processes and data basis. This provides consistent information across your organisation, improved data quality and management information, as well as support for fact-based priorities and strategic planning. Stortingets administrasjon gets a modern, comprehensive and user friendly platform that improves both internal work flow and the experience for the users. Unified processes and a common user interface contribute to fewer errors, better experiences and more efficient work flow. The system also facilitates increased automation and digitalisation, and over time cost reductions are achieved by having several processes gathered in one platform, as well as security and privacy strengthened and the Storting now has a strong technological foundation that can be further developed gradually, scaled as needed and used across the organisation to support future digital needs and innovation. The procurement will be carried out with SSA-Sky as the contract basis and it is assumed that the system is delivered as a standardised cloud system (SaaS). This means that functionality, further development, security and operation are mainly safeguarded through the tenderer's established service model and standard updates. The described needs are based

on experiences with the current Footprints system and the established ITSM processes, while also reflecting the Norwegian Parliament's need and ambition for further development within a modern cloud based service model. The requirement descriptions cover both direct support for established ITSM processes, such as Incident, Request, Change and Problem Management, as well as transverse needs such as joint entrance, dialogue, notifications, search, reporting, security, compliance and management. Combined, the needs shall provide a flexible possibility room where processes, services and applications can be configured, combined and further developed over time, also for new needs and services that are not currently fully known. The needs are formulated as business and functional needs, and not as detailed technical specifications. This has been done so that the Tenderer can offer systems that are primarily based on standard functionality in the cloud platform, in accordance with the principles in SSA-Sky. Both the current need and new or changed needs arising in the contract period The service provider shall, in their tender, describe how the system supports the needs within the framework of an SSA-Sky delivery, including how management, security, availability and further development are safeguarded throughout the contract period. The Norwegian Parliament sees a need for a solution that also allows for development and adaptation in the contract period. The descriptions of the needs are therefore formulated technology neutral and process independent, so that they can be covered through the tenderer's standard functionality, configuration and further development - both for the current use and for new needs that may arise. Tenderers shall describe in their tender how their solution: covers the Norwegian Parliament's need in a comprehensive manner supports established ITSM processes that provide low risk, high management friendly and good further development possibilities in accordance with SSA-Sky

Identificador interno: 2025/8901

5.1.1. Finalidad

Naturaleza del contrato: Servicios

Clasificación principal (cpv): 72000000 Servicios TI: consultoría, desarrollo de software, Internet y apoyo

Clasificación adicional (cpv): 48000000 Paquetes de software y sistemas de información, 48517000 Paquetes de software de TI, 72200000 Servicios de programación de software y de consultoría, 72260000 Servicios relacionados con el software

5.1.2. Lugar de ejecución

Subdivisión del país (NUTS): Oslo (NO081)

País: Noruega

5.1.3. Duración estimada

Fecha de inicio: 30/10/2026

Fecha de finalización de la duración: 31/10/2036

5.1.6. Información general

Participación reservada:

La participación no está reservada.

Proyecto de contratación pública no financiado con fondos de la UE

La contratación pública está cubierta por el Acuerdo sobre Contratación Pública (ACP): sí

5.1.9. Criterios de selección

Fuentes de los criterios de selección: Documento europeo único de contratación (DEUC)

Información sobre la segunda fase de un procedimiento de dos fases:

Número mínimo de candidatos que serán invitados a la segunda fase del procedimiento: 3

Número máximo de candidatos que serán invitados a la segunda fase del procedimiento: 4

El procedimiento se desarrollará en fases sucesivas. En cada fase, pueden eliminarse algunos participantes

El comprador se reserva el derecho de adjudicar el contrato sobre la base de las ofertas iniciales sin necesidad de más negociaciones

5.1.11. Pliegos de contratación

Lenguas en las que los pliegos de contratación están disponibles oficialmente: noruego

Dirección de los pliegos de contratación: <https://permalink.mercell.com/281577992.aspx>

5.1.12. Condiciones de la contratación pública

Condiciones de presentación:

Presentación electrónica: Obligatoria

Dirección para la presentación: <https://permalink.mercell.com/281577992.aspx>

Lenguas en las que pueden presentarse las ofertas o solicitudes de participación: noruego

Catálogo electrónico: No autorizada

Son necesarios el sello o la firma electrónicos avanzados o cualificados [como se definen en el Reglamento (UE) nº 910/2014]

Variantes: No autorizada

Plazo de recepción de solicitudes de participación: 22/06/2026 10:00:00 (UTC+00:00) Hora de Europa Occidental, GMT

Condiciones del contrato:

La ejecución del contrato debe realizarse en el marco de programas de empleo protegido: No

Facturación electrónica: Obligatoria

Se utilizarán pedidos electrónicos: sí

Se utilizará el pago electrónico: sí

5.1.15. Técnicas

Acuerdo marco:

Ningún acuerdo marco

Información sobre el sistema dinámico de adquisición:

Ningún sistema dinámico de adquisición

5.1.16. Información adicional, mediación y recurso

Organización encargada de los procedimientos de recurso: Oslo tingrett

Información sobre los plazos de revisión: See the tender documentation and loa/FOA

Organización que proporciona más información sobre los procedimientos de recurso: Oslo tingrett

8. Organizaciones

8.1. ORG-0001

Denominación oficial: Stortinget

Número de registro: 971524960

Dirección postal: Karl Johans gate 22

Localidad: OSLO

Código postal: 0026

Subdivisión del país (NUTS): Oslo (NO081)

País: Noruega

Punto de contacto: Seksjon for innkjøp

Correo electrónico: innkjop.postmottak@stortinget.no

Teléfono: 23313050

Dirección de internet: <http://www.stortinget.no/>

Funciones de esta organización:

Comprador

8.1. ORG-0002

Denominación oficial: Oslo tingrett

Número de registro: 926725939

Localidad: oslo

Código postal: 0026

Subdivisión del país (NUTS): Oslo (NO081)

País: Noruega

Funciones de esta organización:

Organización encargada de los procedimientos de recurso

Organización que proporciona más información sobre los procedimientos de recurso

Información del anuncio

Identificador/versión del anuncio: 50e2f495-3db8-4fd2-aeb6-71f6ebf011f1 - 01

Tipo de formulario: Licitación

Tipo de anuncio: Anuncio de contrato o de concesión. Régimen normal

Subtipo de anuncio: 16

Fecha de envío del anuncio: 18/05/2026 12:28:54 (UTC+00:00) Hora de Europa Occidental, GMT

Anuncio: fecha de envío (por parte del eSender): 18/05/2026 13:49:26 (UTC+00:00) Hora de Europa Occidental, GMT

Lenguas en las que este anuncio está disponible oficialmente: inglés

Número de publicación del anuncio: 343841-2026

Número de la edición del DO S: 96/2026

Fecha de publicación: 20/05/2026