

## 343841-2026 - Hange

**Norra – IT-teenused: nõuande-, tarkvaraarendus-, Interneti- ja tugiteenused – ESM platform with a system for user enquiries - Stage 1 - Qualification**

**OJ S 96/2026 20/05/2026**

**Hanketeade või kontsessiooniteade – üldkord**

**Teenused**

### 1. Hankija

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#### 1.1. Hankija

Ametlik nimi: Stortinget

E-posti aadress: [innkjop.postmottak@stortinget.no](mailto:innkjop.postmottak@stortinget.no)

Hankija õiguslik vorm: Riigi osalusega äriühing

Hankija tegevus: Üldised avalikud teenused

### 2. Menetlus

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#### 2.1. Menetlus

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

Kirjeldus: 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

Menetluse tunnus: ef0e33d8-fa8b-42fb-a506-463926cc7e16

Sisemine tunnus: 2025/8901

Menetluse liik: Väljakuulutamisega läbirääkimistega hankemenetlus / konkurentsipõhine läbirääkimistega hankemenetlus

Kiirendatud menetlus: ei

Menetluskorra kirjeldus: ESM platform with a system for user enquiries.

#### **2.1.1. Eesmärk**

Lepingu olemus: Teenused

Peamine liigitus (cpv): 72000000 IT-teenused: nõuande-, tarkvaraarendus-, Interneti- ja tugiteenused

Täiendav liigitus (cpv): 48000000 Tarkvarapaketid ja infosüsteemid, 48517000 IT-tarkvarapakett, 72200000 Tarkvara programmeerimis- ja nõustamisteenused, 72260000 Tarkvaraga seotud teenused

#### **2.1.2. Lepingu täitmise koht**

Riik – jaotus (NUTS): Oslo (NO081)

Riik: Norra

#### **2.1.4. Üldine teave**

## Õiguslik alus:

Direktiiv 2014/24/EL

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. Kõrvaldamise alused

Väljajätmise aluste allikad: Euroopa ühtne hankedokument (ESPD)

## 5. Osa

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### 5.1. Osa: LOT-0000

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

Kirjeldus: 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

Sisemine tunnus: 2025/8901

#### **5.1.1. Eesmärk**

Lepingu olemus: Teenused

Peamine liigitus (cpv): 72000000 IT-teenused: nõuande-, tarkvaraarendus-, Interneti- ja tugiteenused

Täiendav liigitus (cpv): 48000000 Tarkvarapaketid ja infosüsteemid, 48517000 IT-tarkvarapakett, 72200000 Tarkvara programmeerimis- ja nõustamisteenused, 72260000 Tarkvaraga seotud teenused

#### **5.1.2. Lepingu täitmise koht**

Riik – jaotus (NUTS): Oslo (NO081)

Riik: Norra

#### **5.1.3. Eeldatav kestus**

Alguskuupäev: 30/10/2026

Kestuse lõppkuupäev: 31/10/2036

#### **5.1.6. Üldine teave**

##### **Reserveeritud osalemine:**

Osalemine ei ole reserveeritud.

Hankeprojekt, mida ei rahastata ELi vahenditest

Hanke suhtes kohaldatakse riigihankelepingu (GPA): jah

#### **5.1.9. Kvalifitseerimistingimused**

Valikukriteeriumide allikad: Euroopa ühtne hankedokument (ESPD)

##### **Teave kaheetapilise menetluse teise etapi kohta:**

Menetluse teise etapi kutsutavate taotlejate miinimumarv: 3

Menetluse teise etapi kutsutavate taotlejate maksimumarv: 4

Menetlus toimub järjestikuste etappidena. Igas etapis võidakse mõni osaleja kõrvaldada  
Hankija jätab endale õiguse sõlmida leping esialgsete pakkumuste alusel ilma edasiste  
läbirääkimisteta

#### 5.1.11. Hankedokumendid

Keeled, milles hankedokumendid on ametlikult kättesaadavad: norra keel

Hankedokumentide aadress: <https://permalink.mercell.com/281577992.aspx>

#### 5.1.12. Hanke tingimused

##### **Esitamise tingimused:**

Elektrooniline esitamine: Nõutav

Esitamise aadress: <https://permalink.mercell.com/281577992.aspx>

Keeled, milles võib pakkumusi või osalemistaotlusi esitada: norra keel

Elektrooniline kataloog: Ei ole lubatud

Nõutav on täiustatud või kvalifitseeritud e-allkiri või e-tempel (nagu on määratletud määruses (EL) nr 910/2014)

Variandid: Ei ole lubatud

Osalemistaotluste esitamise tähtaeg: 22/06/2026 10:00:00 (UTC+00:00) Lääne-Euroopa aeg, Greenwichi aeg

##### **Lepingutingimused:**

Lepingu täitmine peab toimuma kaitstud tööhõive programmide raames: Ei

E-arveldamine: Nõutav

Kasutatakse elektroonilisi tellimusi: jah

Kasutatakse elektroonilisi makseid: jah

#### 5.1.15. Vahendid

##### **Raamleping:**

Ei kohaldata raamlepingut

##### **Teave dünaamilise hankesüsteemi kohta:**

Ei kohaldata dünaamilist hankesüsteemi

#### 5.1.16. Lisateave, lepitus ja vaidlustus

Vaidlustusorgan: Oslo tingrett

Teave vaidlustamise tähtaegade kohta: See the tender documentation and loa/FOA

Organisatsioon, mis annab lisateavet vaidlustamise kohta: Oslo tingrett

## 8. Organisatsioonid

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### 8.1. ORG-0001

Ametlik nimi: Stortinget

Registreerimisnumber: 971524960

Postiaadress: Karl Johans gate 22

Linn: OSLO

Sihtnumber: 0026

Riik – jaotus (NUTS): Oslo (NO081)

Riik: Norra

Kontaktpunkt: Seksjon for innkjøp

E-posti aadress: [innkjop.postmottak@stortinget.no](mailto:innkjop.postmottak@stortinget.no)

Telefon: 23313050

Internetiaadress: <http://www.stortinget.no/>

**Selle organisatsiooni rollid:**

Hankija

**8.1. ORG-0002**

Ametlik nimi: Oslo tingrett

Registreerimisnumber: 926725939

Linn: oslo

Sihtnumber: 0026

Riik – jaotus (NUTS): Oslo (NO081)

Riik: Norra

**Selle organisatsiooni rollid:**

Vaidlustusorgan

Organisatsioon, mis annab lisateavet vaidlustamise kohta

## Teave teate kohta

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Teate tunnus/version: 50e2f495-3db8-4fd2-aeb6-71f6ebf011f1 - 01

Vormi liik: Hange

Teate liik: Hanketeade või kontsessiooniteade – üldkord

Teate alaliik: 16

Teate saatmise kuupäev: 18/05/2026 12:28:54 (UTC+00:00) Lääne-Euroopa aeg, Greenwichi aeg

Teate saatmise kuupäev (eSender): 18/05/2026 13:49:26 (UTC+00:00) Lääne-Euroopa aeg, Greenwichi aeg

Keeled, milles käesolev teade on ametlikult kättesaadav: inglise keel

Teate avaldamise number: 343841-2026

ELT S väljaande number: 96/2026

Avaldamise kuupäev: 20/05/2026