

## 343841-2026 - Kilpailu

Norja – Tietotekniset palvelut: neuvonta, ohjelmistojen kehittäminen, Internet ja tuki – ESM platform with a system for user enquiries - Stage 1 - Qualification

OJ S 96/2026 20/05/2026

Hankintailmoitus tai käyttöoikeussopimusta koskeva ilmoitus – vakiojärjestelmä  
Palvelut

### 1. Ostaja

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#### 1.1. Ostaja

Virallinen nimi: Stortinget

Sähköposti: [innkjop.postmottak@stortinget.no](mailto:innkjop.postmottak@stortinget.no)

Ostajan oikeudellinen muoto: Julkinen yritys

Pääasiallinen toimiala: Yleinen julkishallinto

### 2. Menettely

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#### 2.1. Menettely

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

Kuvaus: 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

Menettelyn tunniste: ef0e33d8-fa8b-42fb-a506-463926cc7e16

Sisäinen tunniste: 2025/8901

Menettelyn tyyppi: Tarjouskilpailukutsun julkaisemisen jälkeinen neuvottelumenettely / tarjousperusteinen neuvottelumenettely

Käytetään nopeutettua menettelyä: ei

Menettelyn tärkeimmät piirteet: ESM platform with a system for user enquiries.

#### **2.1.1. Tarkoitus**

Pääasiallinen hankintalaji: Palvelut

Pääasiallinen luokitus (cpv): 72000000 Tietotekniset palvelut: neuvonta, ohjelmistojen kehittäminen, Internet ja tuki

Lisäluokitus (cpv): 48000000 Ohjelmatuotteet ja tietojärjestelmät, 48517000 IT-ohjelmatuotteet , 72200000 Ohjelmointi ja siihen liittyvät neuvontapalvelut, 72260000 Ohjelmistoihin liittyvät palvelut

#### **2.1.2. Suorituspaikka**

Maaryhmittely (NUTS): Oslo (NO081)

Maa: Norja

#### **2.1.4. Yleistä tietoa**

## Oikeusperusta:

Direktiivi 2014/24/EU

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. Poissulkemisperusteet

Poissulkemisperusteiden ilmoittamispaikka: Yhteinen eurooppalainen hankinta-asiakirja (ESPD)

## 5. Osa

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### 5.1. Osa: LOT-0000

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

Kuvaus: 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. Starting gets 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

Sisäinen tunnist: 2025/8901

#### **5.1.1. Tarkoitus**

Pääasiallinen hankintalaji: Palvelut

Pääasiallinen luokitus (cpv): 72000000 Tietotekniset palvelut: neuvonta, ohjelmistojen kehittäminen, Internet ja tuki

Lisäluokitus (cpv): 48000000 Ohjelmatuotteet ja tietojärjestelmät, 48517000 IT-ohjelmatuotteet , 72200000 Ohjelmointi ja siihen liittyvät neuvontapalvelut, 72260000 Ohjelmistoihin liittyvät palvelut

#### **5.1.2. Suorituspaikka**

Maaryhmittely (NUTS): Oslo (NO081)

Maa: Norja

#### **5.1.3. Arvioitu kesto**

Alkamispäivä: 30/10/2026

Päätymispäivä: 31/10/2036

#### **5.1.6. Yleistä tietoa**

**Varattu osallistuminen:**

Osallistumista ei ole varattu.

Hankintaa ei ole rahoitettu EU:n varoista

Hankintaan sovelletaan WTO:n julkisia hankintoja koskevaa sopimusta (GPA): kyllä

#### **5.1.9. Valintaperusteet**

Valintaperusteiden ilmoittamispaikka: Yhteinen eurooppalainen hankinta-asiakirja (ESPD)

**Tiedot kaksivaiheisen menettelyn jälkimmäisestä vaiheesta:**

Menettelyn jälkimmäiseen vaiheeseen kutsuttavien ehdokkaiden vähimmäismäärä: 3

Menettelyn jälkimmäiseen vaiheeseen kutsuttavien ehdokkaiden enimmäismäärä: 4  
Menettely etenee peräkkäisissä vaiheissa. Kussakin vaiheessa osa osallistujista voidaan karsia  
Ostaja varaa oikeuden tehdä sopimus alustavien tarjousten perusteella ilman neuvottelujen toteuttamista

#### 5.1.11. Hankinta-asiakirjat

Kielet, joilla hankinta-asiakirjat ovat virallisesti saatavilla: norja

Hankinta-asiakirjojen osoite: <https://permalink.mercell.com/281577992.aspx>

#### 5.1.12. Hankinnan ehdot

##### **Tarjouksen/hakemuksen jättämisen ehdot:**

Tarjouksen/hakemuksen jättäminen sähköisesti: Pakollinen

Tarjouksen/hakemuksen toimitusosoite: <https://permalink.mercell.com/281577992.aspx>

Kielet, joilla tarjoukset tai osallistumishakemukset voidaan toimittaa: norja

Sähköinen luettelo: Ei sallittu

Vaaditaan kehittynyt tai hyväksytty sähköinen allekirjoitus tai leima (sellaisena kuin se on määritelty asetuksessa (EU) N:o 910/2014)

Vaihtoehtoiset tarjoukset: Ei sallittu

Osallistumishakemusten vastaanottamisen määräaika: 22/06/2026 10:00:00 (UTC+00:00)

Länsi-Euroopan aika, GMT

##### **Sopimusehdot:**

Sopimuksen täytäntöönpano on rajattu tehtäväksi suojatyöohjelmien puitteissa: Ei

Sähköinen laskutus: Pakollinen

Tilaukset tehdään sähköisesti: kyllä

Maksut tehdään sähköisesti: kyllä

#### 5.1.15. Menetelmät

##### **Puitejärjestely:**

Ei puitejärjestelyä

##### **Tietoa dynaamisesta hankintajärjestelmästä:**

Ei dynaamista hankintajärjestelmää

#### 5.1.16. Lisätietoja, sovittelu ja muutoksenhaku

Muutoksenhakuelin: Oslo tingrett

Tietoa muutoksenhaun määräajoista: See the tender documentation and loa/FOA

Muutoksenhakumenettelyjen määräajoista lisätietoja tarjoava organisaatio: Oslo tingrett

## 8. Organisaatiot

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### 8.1. ORG-0001

Virallinen nimi: Stortinget

Rekisterinumero: 971524960

Postiosoite: Karl Johans gate 22

Postitoimipaikka: OSLO

Postinumero: 0026

Maaryhmittely (NUTS): Oslo (NO081)

Maa: Norja

Yhteyspiste: Seksjon for innkjøp

Sähköposti: [innkjop.postmottak@stortinget.no](mailto:innkjop.postmottak@stortinget.no)

Puhelin: 23313050

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

**Tämän organisaation roolit:**

Ostaja

**8.1. ORG-0002**

Virallinen nimi: Oslo tingrett

Rekisterinumero: 926725939

Postitoimipaikka: oslo

Postinumero: 0026

Maaryhmittely (NUTS): Oslo (NO081)

Maa: Norja

**Tämän organisaation roolit:**

Muutoksenhakuelin

Muutoksenhakumenettelyjen määrääjoista lisätietoja tarjoava organisaatio

## Ilmoituksen tiedot

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Ilmoituksen tunnisteversio: 50e2f495-3db8-4fd2-aeb6-71f6ebf011f1 - 01

Lomakkeen tyyppi: Kilpailu

Ilmoituksen tyyppi: Hankintailmoitus tai käyttöoikeussopimusta koskeva ilmoitus – vakiojärjestelmä

Ilmoituksen alatyypin: 16

Ilmoituksen lähetyspäivä: 18/05/2026 12:28:54 (UTC+00:00) Länsi-Euroopan aika, GMT

Ilmoituksen lähetyspäivä (eSender): 18/05/2026 13:49:26 (UTC+00:00) Länsi-Euroopan aika, GMT

Kielet, joilla tämä ilmoitus on virallisesti saatavilla: englanti

Ilmoituksen julkaisunumero: 343841-2026

EUVL S -lehden numero: 96/2026

Julkaisupäivä: 20/05/2026