

343841-2026 - Mise en concurrence

Norvège – Services de technologies de l'information, conseil, développement de logiciels, internet et appui – ESM platform with a system for user enquiries - Stage 1 - Qualification
OJ S 96/2026 20/05/2026

Avis de marché ou de concession – régime ordinaire
Services

1. Acheteur

1.1. Acheteur

Nom officiel: Stortinget

Adresse électronique: innkjop.postmottak@stortinget.no

Forme juridique de l'acheteur: Entreprise publique

Activité du pouvoir adjudicateur: Services d'administration générale

2. Procédure

2.1. Procédure

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

Description: 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

Identifiant de la procédure: ef0e33d8-fa8b-42fb-a506-463926cc7e16

Identifiant interne: 2025/8901

Type de procédure: Négociée avec publication préalable d'un appel à la concurrence / concurrentielle avec négociation

La procédure est accélérée: non

Principales caractéristiques de la procédure et informations sur l'endroit où obtenir les règles complètes applicables à la procédure: ESM platform with a system for user enquiries.

2.1.1. Objet

Nature principale du marché: Services

Nomenclature principale (cpv): 72000000 Services de technologies de l'information, conseil, développement de logiciels, internet et appui

Nomenclature complémentaire (cpv): 48000000 Logiciels et systèmes d'information, 48517000 Logiciels de TI, 72200000 Services de programmation et de conseil en logiciels, 72260000 Services relatifs aux logiciels

2.1.2. Lieu d'exécution

Subdivision pays (NUTS): Oslo (NO081)

Pays: Norvège

2.1.4. Informations générales

Base juridique:

Directive 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. Motifs d'exclusion

Sources des motifs d'exclusion: Document unique de marché européen (DUME)

5. Lot

5.1. Lot: LOT-0000

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

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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

Identifiant interne: 2025/8901

5.1.1. Objet

Nature principale du marché: Services

Nomenclature principale (cpv): 72000000 Services de technologies de l'information, conseil, développement de logiciels, internet et appui

Nomenclature complémentaire (cpv): 48000000 Logiciels et systèmes d'information, 48517000 Logiciels de TI, 72200000 Services de programmation et de conseil en logiciels, 72260000 Services relatifs aux logiciels

5.1.2. Lieu d'exécution

Subdivision pays (NUTS): Oslo (NO081)

Pays: Norvège

5.1.3. Durée estimée

Date de début: 30/10/2026

Date de fin de durée: 31/10/2036

5.1.6. Informations générales

Participation réservée:

La participation n'est pas réservée.

Projet de passation de marché non financé par des fonds de l'UE

Le marché relève de l'accord sur les marchés publics (AMP): oui

5.1.9. Critères de sélection

Sources des critères de sélection: Document unique de marché européen (DUME)

Informations sur la seconde étape d'une procédure en deux étapes:

Nombre minimal de candidats à inviter pour la seconde étape de la procédure: 3
Nombre maximal de candidats à inviter pour la seconde étape de la procédure: 4
La procédure se déroulera en plusieurs étapes. À chaque étape, certains candidats peuvent être éliminés
L'acheteur se réserve le droit d'attribuer le marché sur la base des offres initiales sans mener de négociations

5.1.11. Documents de marché

Langues dans lesquelles les documents de marché sont officiellement disponibles: norvégien
Adresse des documents de marché: <https://permalink.mercell.com/281577992.aspx>

5.1.12. Conditions du marché public

Conditions de soumission:

Soumission par voie électronique: Requise

Adresse de soumission: <https://permalink.mercell.com/281577992.aspx>

Langues dans lesquelles les offres ou demandes de participation/candidatures peuvent être présentées: norvégien

Catalogue électronique: Non autorisée

La signature ou le cachet électronique avancé(e) ou qualifié(e) [au sens du règlement (UE) No 910/2014] est requis(e)

Variantes: Non autorisée

Date limite de réception des demandes de participation/candidatures: 22/06/2026 10:00:00 (UTC+00:00) Heure de l'Europe occidentale, GMT

Conditions du marché:

Le contrat doit être exécuté dans le cadre de programmes d'emplois protégés: Non

Facturation électronique: Requise

La commande en ligne sera utilisée: oui

Le paiement électronique sera utilisé: oui

5.1.15. Techniques

Accord-cadre:

Pas d'accord-cadre

Informations sur le système d'acquisition dynamique:

Pas de système d'acquisition dynamique

5.1.16. Informations complémentaires, médiation et recours

Organisation chargée des procédures de recours: Oslo tingrett

Description des délais d'introduction des procédures de recours: See the tender documentation and loa/FOA

Organisation qui fournit des précisions concernant l'introduction des recours: Oslo tingrett

8. Organisations

8.1. ORG-0001

Nom officiel: Stortinget

Numéro d'enregistrement: 971524960

Adresse postale: Karl Johans gate 22

Ville: OSLO

Code postal: 0026

Subdivision pays (NUTS): Oslo (NO081)

Pays: Norvège

Point de contact: Seksjon for innkjøp
Adresse électronique: innkjop.postmottak@stortinget.no
Téléphone: 23313050
Adresse internet: <http://www.stortinget.no/>

Rôles de cette organisation:

Acheteur

8.1. ORG-0002

Nom officiel: Oslo tingrett
Numéro d'enregistrement: 926725939
Ville: oslo
Code postal: 0026
Subdivision pays (NUTS): Oslo (NO081)
Pays: Norvège

Rôles de cette organisation:

Organisation chargée des procédures de recours
Organisation qui fournit des précisions concernant l'introduction des recours

Informations relatives à l'avis

Identifiant/version de l'avis: 50e2f495-3db8-4fd2-aeb6-71f6ebf011f1 - 01
Type de formulaire: Mise en concurrence
Type d'avis: Avis de marché ou de concession – régime ordinaire
Sous-type d'avis: 16
Date d'envoi de l'avis: 18/05/2026 12:28:54 (UTC+00:00) Heure de l'Europe occidentale, GMT
Date et heure de transmission de l'avis (eSender): 18/05/2026 13:49:26 (UTC+00:00) Heure de l'Europe occidentale, GMT
Langues dans lesquelles l'avis en question est officiellement disponible: anglais
Numéro de publication de l'avis: 343841-2026
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Date de publication: 20/05/2026