

350486-2026 - Mise en concurrence

Norvège – Services relatifs aux logiciels – Welfare technology system for institutions and service recipients in residences with the accompanying response centre service and products.

OJ S 98/2026 22/05/2026

**Avis de marché ou de concession – régime ordinaire - Avis de changement
Services**

1. Acheteur

1.1. Acheteur

Nom officiel: Ringsaker kommune

Adresse électronique: anho@ringsaker.kommune.no

Forme juridique de l'acheteur: Organisme de droit public, contrôlé par une autorité locale

Activité du pouvoir adjudicateur: Services d'administration générale

2. Procédure

2.1. Procédure

Titre: Welfare technology system for institutions and service recipients in residences with the accompanying response centre service and products.

Description: The procurement includes: A joint SaaS platform for administration, operation and alarm reception Welfare technological units and sensors for service recipients in residences (approx. 1,000 private residences and 16 shared housing)Welfare technological units and sensors for 5 out of 7 nursing homes, with an option for the last two if the existing system cannot be transferred to the offered platform as well as a respite care centre. Response centre service for safety alarms (the home service) Training and supportOption on the replacement of welfare technological units and sensors for service recipients in private housingOption on door control on kms tømmerli Agreement applies to Ringsaker municipality's health and care services, including home services, 16 shared housing with approx. 100 users and institutions (7 pcs). Site inspection KMS Tømmerli: Tuesday 12.5.2026, 09.00 - 11.00. Meet at 09:00 at the main entrance. No registrations. Site inspections cannot be executed outside this point in time. Presentation days for tenders: Thursday and Friday 18 - 19.6.2026. Tenderers must set aside both days. Invitations will be sent out 16.6.

Identifiant de la procédure: 402d6324-f251-4132-8d40-ed8ed4ea9510

Identifiant interne: 2026/7944

Type de procédure: Ouverte

La procédure est accélérée: non

Principales caractéristiques de la procédure et informations sur l'endroit où obtenir les règles complètes applicables à la procédure: Contract formNS 8407 for installations at nursing homes and housing communitySSA-L 2026 for a platform solution, Contract for replacing welfare technological units and sensors for service recipients in private residences Contract for the response centre service Framework agreement for the hire and purchase of productsAbsoluted value of the procurement is NOK 100,000 excluding VAT. 70.000.000

2.1.1. Objet

Nature principale du marché: Services

Nomenclature principale (cpv): 72260000 Services relatifs aux logiciels

Nomenclature complémentaire (cpv): 33195000 Système de surveillance des patients, 33196000 Aides médicales, 33196100 Équipement pour personnes âgées, 33196200 Équipement pour handicapés, 35125100 Capteurs, 45314000 Installation de matériel de télécommunications, 48814000 Systèmes d'information dans le domaine médical, 80511000 Services de formation du personnel, 85312000 Services sociaux sans hébergement

2.1.2. Lieu d'exécution

Subdivision pays (NUTS): Innlandet (NO020)
Pays: Norvège

2.1.3. Valeur

Valeur estimée hors TVA: 30 000 000,00 NOK

2.1.4. Informations générales

Base juridique:

Directive 2014/24/UE

Anskaffelsesforskriften - Above the EEA threshold

Anskaffelsesforskriften - Postponed tender deadline

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: Welfare technology system for institutions and service recipients in residences with the accompanying response centre service and products.

Description: The procurement includes: A joint SaaS platform for administration, operation and alarm reception Welfare technological units and sensors for service recipients in residences (approx. 1,000 private residences and 16 shared housing)Welfare technological units and sensors for 5 out of 7 nursing homes, with an option for the last two if the existing system cannot be transferred to the offered platform as well as a respite care centre. Response centre service for safety alarms (the home service) Training and supportOption on the replacement of welfare technological units and sensors for service recipients in private housingOption on door control on kms tømmerli Agreement applies to Ringsaker municipality's health and care services, including home services, 16 shared housing with approx. 100 users and institutions (7 pcs). Site inspection KMS Tømmerli: Tuesday 12.5.2026, 09.00 - 11.00. Meet at 09:00 at the main entrance. No registrations. Site inspections cannot be executed outside this point in time. Presentation days for tenders: Thursday and Friday 18 - 19.6.2026. Tenderers must set aside both days. Invitations will be sent out 16.6.

Identifiant interne: 2026/7944

5.1.1. Objet

Nature principale du marché: Services

Nomenclature principale (cpv): 72260000 Services relatifs aux logiciels

Nomenclature complémentaire (cpv): 33195000 Système de surveillance des patients, 33196000 Aides médicales, 33196100 Équipement pour personnes âgées, 33196200 Équipement pour handicapés, 35125100 Capteurs, 45314000 Installation de matériel de télécommunications, 48814000 Systèmes d'information dans le domaine médical, 80511000 Services de formation du personnel, 85312000 Services sociaux sans hébergement

5.1.2. Lieu d'exécution

Subdivision pays (NUTS): Innlandet (NO020)

Pays: Norvège

5.1.3. Durée estimée

Durée: 36 Mois

5.1.5. Valeur

Valeur estimée hors TVA: 30 000 000,00 NOK

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): non

5.1.9. Critères de sélection

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

5.1.10. Critères d'attribution

Critère:

Type: Qualité

Nom: Quality - Solution proposal for KMS Tømmerli 30.0%

Description: The Municipal Medisian Centre (KMS) Tømmerli is considered by the Contracting Authority to be the nursing home, where a new welfare technological system shall first be installed. The solution proposal for this nursing home is therefore included in the evaluation and the stated implementation plan under the quality criteria "Plan for establishment /implementation of the Agreement" will be binding for the tenderer. The tenderer will be completely responsible for planning, coordinating and implementing the delivery at KMS Tømmerli, including ICT installation, cabling and commissioning of welfare technological equipment and infrastructure. The delivery is entirely regulated by NS 8407 and the accompanying annexes. The tenderer is obliged to indemnify Ringsaker municipality for requirements from sub-suppliers, installers and third parties in connection with the execution of the delivery at KMS Tømmerli. The Customer will, under this criteria, judgementally assess the tenderer's solution proposal for KMS Tømmerli, against the needs description for the unit /property. The customer will, under the assessment, particularly emphasise how the offered system supports employee work flow and the patients' needs. The tenderer shall also present the offered system per team. The presentation shall be uploaded with the tender. The maximum presentation time is 60 minutes. The presentation will be taken up and transcribed by the Contracting Authority. If the tenderer in the presentation informs about information that has not been written in the tender, this information will not be emphasised when evaluating the tenders, as this will result in improvements to the already submitted tender. Documentation Solution proposal for KMS Tømmerli Presentation of the offered system that shall be used during the presentation meeting.

Critère:

Type: Prix

Nom: Price

Description: The tenderer's tender price, the total sum under the tab "Products", forms the basis for any price mark-up when the tenderer does not achieve the highest score on the quality criteria, cf. the Annex General regarding the procurement point 4.2 Evaluation Method. Documentation Tenderers shall upload in point 10.1 under the tab "Requirements": Completed price form Detailed price offers for the implementation plan Detailed price offer for the solution proposal at KMS Tømmerli, including an option for door control. Detailed price offer for an

option on replacing safety technology at service recipients in private residences. Detailed price offer for an option on preparing safety foil for service recipients in private residences. Detailed price offer for the offered platform system. Detailed price offers for SLA Detailed price offers for training The detailed tender must include all elements included in the offered system/price line in the annex Price Form Welfare Technology.

Critère:

Type: Qualité

Nom: Quality - Plan for the establishment/implementation of the Agreement 20 %

Description: Under this criteria, the tenderer's plan for the implementation will be judgementally assessed. The contracting authority considers that it is very important that the establishment/implementation of the Contract is carried out in a professional and structured manner with clear role distribution and good progress in an operation situation with continual service provision. The tenderer shall prepare a plan for the implementation of the Agreement, c.f. The contract's point 4.1. The plan shall as a minimum contain: Generic detailed progress plan for Implementation of a platform system Implementation of the response centre service. KMS Tømmerli Overview of key personnel, including roles, responsibilities and authority for the different progress plans. Information on any sub-suppliers/third-party suppliers, as well as an account of the role, responsibility and authority. The contracting authority's role and responsibility in the different progress plans. Five milestones that ensure that the Customer intends, cf. the tab "Requirement" point 1.1 - these milestones, day fines will be attached to Other elements that the tenderer believes are important in the implementation of the agreement Documentation The plan for the establishment/implementation with the accompanying annexes shall be uploaded under the tab 'Requirements' point 10.3

Critère:

Type: Qualité

Nom: Quality - offered system 20 %

Description: Under this criteria, the Customer will judge on the offered platform system's user friendliness and the offered products' possible additional fulfilment of minimum requirements (required functions and any other relevant functions beyond the minimum requirements). The tenderer's response to the Contracting Authority's needs/requirement specifications will form the basis for the evaluation. The contracting authority reserves the right to request a demo user for the offered platform system if needed. The demo user will, in such cases, only be used to check the service provider's provided information. The following robustness properties will be assessed separately during the evaluation of the products: Assortment breadth and depth Generally for all products Degree of water tightness of units exposed to humidity Battery capacity of the elements in the system (sensors, wireless switches etc.) Robustness against breakage Expected lifetime and operational reliability over time Documentation The tenderer's response under the tab "Requirements" will form the basis

Description de la méthode à utiliser si la pondération ne peut être exprimée par des critères:
See below

5.1.11. Documents de marché

Langues dans lesquelles les documents de marché sont officiellement disponibles: norvégien
Date limite de demande d'informations complémentaires: 08/06/2026 08:00:00 (UTC+00:00)
Heure de l'Europe occidentale, GMT
Adresse des documents de marché: <https://permalink.mercell.com/281349455.aspx>

5.1.12. Conditions du marché public

Conditions de soumission:

Soumission par voie électronique: Requête

Adresse de soumission: <https://permalink.mercell.com/281349455.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) N° 910/2014] est requis(e)

Variantes: Non autorisée

Date limite de réception des offres: 15/06/2026 10:00:00 (UTC+00:00) Heure de l'Europe occidentale, GMT

Durée de validité des offres: 4 Mois

Informations relatives à l'ouverture publique:

Date d'ouverture: 15/06/2026 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: Hedmarken og Østerdal tingrett

Description des délais d'introduction des procédures de recours: In the award letter

Organisation qui fournit des précisions concernant l'introduction des recours: Hedmarken og Østerdal tingrett

8. Organisations

8.1. ORG-0001

Nom officiel: Ringsaker kommune

Numéro d'enregistrement: 864950582

Adresse postale: Postboks 13

Ville: BRUMUNDDAL

Code postal: 2381

Subdivision pays (NUTS): Innlandet (NO020)

Pays: Norvège

Point de contact: Ann Marit Holumsnes

Adresse électronique: anho@ringsaker.kommune.no

Téléphone: +47 62335000

Adresse internet: <http://www.ringsaker.kommune.no>

Rôles de cette organisation:

Acheteur

8.1. ORG-0002

Nom officiel: Hedmarken og Østerdal tingrett

Numéro d'enregistrement: 935364892

Ville: Hamar

Code postal: 2326

Subdivision pays (NUTS): Innlandet (NO020)

Pays: Norvège

Rôles de cette organisation:

Organisation chargée des procédures de recours

Organisation qui fournit des précisions concernant l'introduction des recours

10. Changement

Version de l'avis antérieur à modifier

:

38de16de-db50-4807-bdc3-00306bf9c5e3-01

Principale raison du changement

:

Mise à jour d'informations

10.1. Changement

Identifiant de la section: PROCEDURE

10.1. Changement

Identifiant de la section: LOT-0000

Informations relatives à l'avis

Identifiant/version de l'avis: 988f4be5-1e0c-4110-bdfe-e7f447b74f87 - 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: 21/05/2026 09:22:43 (UTC+00:00) Heure de l'Europe occidentale, GMT

Date et heure de transmission de l'avis (eSender): 21/05/2026 09:36:32 (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: 350486-2026

Numéro de publication au JO S: 98/2026

Date de publication: 22/05/2026