

610825-2026 - Mise en concurrence

Norvège – Services de technologies de l'information, conseil, développement de logiciels, internet et appui – Procurement - KI Rota 2026

OJ S 171/2026 04/09/2026

Avis de marché ou de concession – régime ordinaire

Services

1. Acheteur

1.1. Acheteur

Nom officiel: Ålesund kommune

Adresse électronique: jenny.marie.rorvik@alesund.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: Procurement - KI Rota 2026

Description: The competition is for the delivery of a cloud based tool for working hours and manpower planning.

Identifiant de la procédure: a06833d8-0f4d-4279-9660-dd06e780bffb

Identifiant interne: 26/1412

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: Open tender contest

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): 48332000 Logiciels de planification, 72268000 Services de fourniture de logiciels, 72416000 Fournisseurs de services applicatifs

2.1.2. Lieu d'exécution

Pays: Norvège

N'importe où dans le pays donné

2.1.3. Valeur

Valeur estimée hors TVA: 2 400 000,00 NOK

2.1.4. Informations générales

Base juridique:

Directive 2014/24/UE

2.1.6. Motifs d'exclusion

Sources des motifs d'exclusion: Avis

Corruption: Is the tenderer himself or a person, who is a member of the tenderer's administration, management or supervisory body or has the competence to represent or

control or make decisions in such bodies, by enforceable judgement been convicted of corruption by a verdict handed down not more than five years ago, or a rejection period determined directly in the judgement that still applies? Corruption as defined in Article 3 of the Convention on Combating Corruption, involving European Communities or European Union member states (EUT C 195 of 25.6.1997, s. 1), and in Article 2, point 1, in the Council's framework decision 2003/568/RIA of 22 July 2003 on combating corruption in the private sector (EUT L 192 of 31.7.2003, p. 54). This rejection reason also includes corruption as defined in national law for the contracting authority or supplier.

Fraude: Is the tenderer himself or a person, who is a member of the tenderer's administration, management or supervisory body or has the competence to represent or control or make decisions in such bodies, at the time a legally convicted of fraud has been convicted of fraud by a verdict handed down not more than five years ago, or a rejection period determined directly in the judgement that still applies?

Blanchiment de capitaux ou financement du terrorisme: Is the tenderer himself or a person, who is a member of the tenderer's administration, management or supervisory body or has the competence to represent or control or make decisions in such bodies, in the event a legal verdict has been convicted of money laundering or financing terrorism by a verdict handed down no more than five years ago, or a rejection period set out directly in the judgement that still applies?

Participation à une organisation criminelle: Is the tenderer himself or a person, who is a member of the tenderer's administration, management or supervisory body or has the competence to represent or control or make decisions in such bodies, at the time a legally convicted verdict of participation in a criminal organisation by a verdict handed down no more than five years ago, or a rejection period set out directly in the judgement that still applies?

Participation in a criminal organisation as defined in Article 2 of the Council's framework decision 2008/841/RIA of 24 October 2008 on control of organised crime (EUT L 300 of 11.11.2008, p. 42)

Infractions terroristes ou infractions liées aux activités terroristes: Is the tenderer himself or a person, who is a member of the tenderer's administration, management or supervisory body, or has the competence to represent or control or make decisions in such bodies, in the event a legal verdict has been convicted of acts of terrorism or criminal acts connected to terrorist activities by a verdict handed down no more than five years ago, or a rejection period set directly in the judgement that still applies? Acts of terrorism or criminal acts relating to terrorist activity as defined in Article 1 and 3 of the Council's framework decision 2002/475/RIA of 13 June 2002 on combating terrorism (EFT L 164, of 22.6.2002, p. 3). This rejection reason also includes incitement to, participation or attempts to commit such actions as included in Article 4 in the mentioned framework decision.

Travail des enfants et autres formes de traite des êtres humains: Is the tenderer himself or a person, who is a member of the tenderer's administration, management or supervisory body or has the competence to represent or control or make decisions in such bodies, in the event a legal verdict has been convicted of child labour and other forms of human trafficking by a verdict handed down no more than five years ago, or a rejection period determined directly in the judgement that still applies? Child labour and other forms of human trafficking as defined in Article 2 of the European Parliament and council directive 2011/36/EU of 5. 1 April 2011 on the prevention and control of human trafficking and the protection of its victims and for compensation of the Council's framework decision 2002/629/RIA (EUT L 101 of 15.4.2011, p. 1).

Manquement aux obligations dans le domaine du droit environnemental: Is the tenderer aware of breaches of environmental provisions as stated in national law, the relevant notice or procurement documents or Article 18 (2) of Directive 2014/24/EU.

Manquement aux obligations dans le domaine du droit du travail: Is the tenderer aware of breaches of provisions on working conditions as stated in national law, the relevant notice or procurement documents or Article 18 (2) of Directive 2014/24/EU.

Manquement aux obligations dans le domaine du droit social: Is the tenderer aware of breaches of provisions on social conditions as stated in national law, the relevant notice or procurement documents or Article 18 (2) of Directive 2014/24/EU.

Accords avec d'autres opérateurs économiques en vue de fausser la concurrence: Has the tenderer entered into agreement(s) with other tenderers with the intention of turning the competition?

Faute professionnelle grave: Has the tenderer committed serious errors in professional practice? If relevant, see the definitions in national law, the relevant notice or procurement documents.

Fausse déclarations, dissimulation d'informations, incapacité de présenter les documents requis ou obtention d'informations confidentielles sur cette procédure: Has the tenderer: a) given grossly incorrect information with the notification of the information required to verify that there is no basis for rejection, or of the qualification requirements being fulfilled, b) failed to provide such information, c) made reservations immediately to present the supporting documents requested by the contracting authority, or d) improperly affected the contracting authority's decision process to acquire confidential information that could give this an unlawful advantage in connection with competition, or negligently has given misleading information that can have a significant influence on decisions on rejection, selection or award?

Conflit d'intérêt créé par sa participation à la procédure de passation de marché: Is the tenderer aware of a conflict of interest as stated in national law, the relevant notice or procurement documents?

Association directe ou indirecte à la préparation de cette procédure de passation de marché: Has the tenderer or an entity associated with the supplier advised the contracting authority or in another way been involved in the planning of the competition?

Résiliation, dommages et intérêts ou autres sanctions comparables: Has the tenderer committed significant breaches of contract in connection with the fulfilment of a previous public contract, a previous contract with a public contracting authority or a previous concession contract, where the breach has led to the cancellation of the contract, compensation or other similar sanctions?

Manquement à l'obligation relative au paiement de cotisations de sécurité sociale: Have tenderers failed to fulfil all their social security obligations in the country where they are established and in their member state, if this is a different country than what he is established in?

Manquement à l'obligation relative au paiement d'impôts et taxes: Has the tenderer not fulfilled all of his tax and duty obligations in both the country where he is established and in the contracting authority's member state, if this is a different country than what he is established in?

État de cessation d'activités: Has the tenderer's business conduct been stopped?

Faillite: Is the tenderer in a bankruptcy situation? Specify why, under the mentioned circumstances, one is able to carry out the contract, considering the current national provisions and measures for continuing the business activities? It is not necessary to provide this information if rejection of tenderers in such a situation is obligatory in accordance with the current national law with no exceptions, when the tenderer is still able to carry out the contract.

Concordat: Is the supplier in a situation where he has been forced debt arrangement? Specify why, under the mentioned circumstances, one is able to carry out the contract, considering the current national provisions and measures for continuing the business activities? It is not necessary to provide this information if rejection of tenderers in such a situation is obligatory in

accordance with the current national law with no exceptions, when the tenderer is still able to carry out the contract.

Insolvabilité: Is the tenderer in an insolvency situation? Specify why, under the mentioned circumstances, one is able to carry out the contract, considering the current national provisions and measures for continuing the business activities? It is not necessary to provide this information if rejection of tenderers in such a situation is obligatory in accordance with the current national law with no exceptions, when the tenderer is still able to carry out the contract.

Biens administrés par un liquidateur: Specify why, under the mentioned circumstances, one is able to carry out the contract, considering the current national provisions and measures for continuing the business activities? It is not necessary to provide this information if rejection of tenderers in such a situation is obligatory in accordance with the current national law with no exceptions, when the tenderer is still able to carry out the contract.

Situation analogue à la faillite prévue dans la législation nationale: Is the tenderer in a similar situation in accordance with an equivalent procedure set in the national law? See the national law, the relevant notice or procurement documents.

5. Lot

5.1. Lot: LOT-0000

Titre: Procurement - KI Rota 2026

Description: The competition is for the delivery of a cloud based tool for working hours and manpower planning.

Identifiant interne: 26/1412

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

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5.1.2. Lieu d'exécution

Pays: Norvège

N'importe où dans le pays donné

5.1.3. Durée estimée

Autre durée: Inconnu

5.1.4. Reconduction

Nombre maximum de reconductions: 8

Autres informations sur le renouvellement: Ongoing service contract, with a duration of maximum 10 years.

5.1.5. Valeur

Valeur estimée hors TVA: 2 400 000,00 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

Le marché en question convient aussi aux petites et moyennes entreprises (PME): oui

5.1.9. Critères de sélection

Sources des critères de sélection: Avis

Critère: Ratio financier

Description du critère de sélection: This requirement only applies to Norwegian tenderers.

Requirement: Tenderers must have their tax, payroll tax and VAT payments in order in accordance with the legal provisions and the tenderer must not have significant arrears. Any arrears or other irregularities must be justified. Documentation requirement: Tenderers shall document the requirement through the certificate "Information on tax and duties". The certificate shall be of the type "RF-1507" and not "RF-1316". Tenderers can order such a certificate from the Norwegian Tax Administration on behalf of their activities. Tenderers are asked to enclose the certificate in the tender or submit it on request. The tax certificate must not be older than six months calculated from the deadline for receipt of tenders. Read about the certificate here: <https://www.skatteetaten.no/skjema/opplysninger-om-skatt-og-avgift/>

Critère: Autres exigences économiques ou financières

Description du critère de sélection: Requirement: Tenderers must have the financial capacity to execute the contract. The tenderer is required to be credit worthy, minimum A, in accordance with Dun & Bradstreet's service riskguardian suite (<https://riskguardian.bisnode.no>), or have the financial capacity to execute the contract based on the contracting authority's discretion. Documentation requirement: The Contracting Authority will carry out their own assessment of the supplier's finances through RiskGuardian Suite. Tenderers can enclose other necessary information if they believe that RiskGuardian Suite does not provide a correct picture of the financial situation. The RiskGuardian Suite service includes all Nordic countries. As a general rule, the Contracting Authority will not accept credit ratings from other company and accounting information systems than RiskGuardian Suite due to equal treatment of the tenderers. Foreign tenderers outside the Nordic countries will, however, use and accept credit appraisal through Dun & Bradstreet's service Credit (<https://credit.dnb.com/>). Tenderers that the contracting authority cannot find a RiskGuardian Suite (or Credit for suppliers outside the Nordic countries), e.g. newly established tenderers who have not built up a basis for a credit rating, must enclose a declaration/guarantee from a parent company/owner /bank or similar financing institutions, regarding the company's financial and economic position.

Critère: Références sur des services spécifiés

Description du critère de sélection: Requirement: Tenderers are required to have experience from at least 1 delivery of KI Rota tool to a comparable public or private company of comparable size in the last two (2) years. Documentation requirement: Complete the annex "The Tenderer's experience" or other document with equivalent information. If another document is used, the response shall be maximum 1 A4 page. The response shall not include a cover page or table of contents. Any pages after page 1 will not be considered. Any links etc. in the reply will not be considered.

Critère: Autorisation ou adhésion à une organisation particulière nécessaire pour les contrats de services

Description du critère de sélection: Is it necessary to have a particular membership in a particular organisation in order to provide the service in the tenderer's home country?

Critère: Mesures pour garantir la qualité

Description du critère de sélection: For goods or services that are complicated or that in exceptional cases shall be used for a particular purpose: Will the tenderer allow checks of the

tenderer's production capacity or technical capacity and, where necessary, of the survey and research facilities that the tenderer has at its disposal and of quality control measures? The inspections shall be undertaken by the contracting authority or the contracting authority can leave it to a competent public body in the country where the tenderer is established.

Critère: Échantillons, descriptions ou photographies sans certification d'authenticité

Description du critère de sélection: Procurement of goods: The tenderer presents supplies that shall be delivered, requested samples, descriptions or photographs, which do not need to be accompanied by certificates that they are genuine.

Critère: Échantillons, descriptions ou photographies avec certification d'authenticité pour les contrats de fourniture

Description du critère de sélection: When procurement of goods: If requested, the tenderer further declares that they will deliver the requested certificates that they are genuine.

Critère: Certificats délivrés par des instituts de contrôle de la qualité

Description du critère de sélection: Can tenderers submit the requested certificates issued by official bodies for quality control, and who can confirm that the goods, which are clearly identified by reference to technical specifications or standards, as determined in the notice or in the procurement documents, are in accordance with these?

Critère: Certificats délivrés par des organismes indépendants concernant les normes d'assurance qualité

Description du critère de sélection: Can tenderers submit certificates issued by independent bodies that document that the tenderer fulfils the stated quality assurance standards, including universal design requirements?

Critère: Certificats délivrés par des organismes indépendants concernant les systèmes ou normes de gestion environnementale

Description du critère de sélection: Is the tenderer able to submit certificates issued by independent bodies as documentation that the tenderer fulfils the stated environmental management systems or standards?

5.1.10. Critères d'attribution

Critère:

Type: Prix

Nom: Price

Description: Orientation: Tenderers shall fill in the attached price form in their cost calculations and submit it as an annex to the tender in Excel format. All fields in the attached price form marked with yellow shall be completed. Missing the price fields can cause difficulties in assessing the tender and the tender can then be rejected. All prices are in NOK, excluding VAT, including all direct or indirect expenses and duties that could be incurred in connection with the delivery. Order fees and invoice fees are to be seen as expenses. The prices shall include all costs for the customer who is included in this competition. Costs that the tenderer knows will be incurred, but that are not specifically stated in the tender, will be seen as included in the stated costs. The implementation of licence users will be gradually and is estimated to include approx. 3,500 users. The stated volume is only used as a calculation basis in the evaluation and does not involve any obligation to buy. Evaluation: The evaluation sum over 5 years from the price form will form the basis of the evaluation of price. When assessing the price, a hybrid model with break point 1 will be used. The attached template for

the evaluation model is attached. The tenderer's total points for this award criteria is weighted with the award criteria's weighting percentage.

Catégorie du critère d'attribution poids: Pondération (pourcentage, valeur exacte)

Nombre critère d'attribution: 40

Critère:

Type: Qualité

Nom: The tenderer's offered system

Description: Orientation: Under this award criteria, an evaluation will be made on the tenderer's offered system via a digital presentation in real time where the customer can provide a selection of managers and elected representatives. This presentation must include the possibility for a customer to ask questions. During the evaluation phase the tenderer will be contacted by the customer and a team meeting will be agreed where the presentation will take place. Tenderers must be able to provide a team meeting on just a few days' notice.

Tenderers shall present the following: Set up and start up how rota rules and working hours rules are recorded, administered and maintained in the system. how local agreements, special agreements and exemptions can be registered and managed how the solution handles individual exceptions or adaptations in the regulations for individual employees how the system signals deviations, breaches or risks of breaches connected to the Working Environment Act and other relevant rules. Work flow and user interface how employees register inputs, preferences and wishes in the system. how the manager or rota planner workflow is what steps must be taken before the generation of rota can be initiated how long the solution takes to generate a rota with approx. 25 lines how the system presents proposals, deviations and signals how the system takes individual requests and facilitation needs into account, for example, varying weekend frequencies. how the system prioritises between relevant considerations, including legislation and agreements, competence need, staffing plan, continuity for users or patients, fair distribution of shifts, employees' any wishes and cost efficiency. which functions or assessments must be dealt with or controlled manually.

Explainability and control how the solution explains the basis for the generated rota proposal how the user can see which rules, considerations, and priorities form the basis for how proposals can be adjusted or overridden how consequences of changes are highlighted. how the system shows what requirements or considerations might not be fully fulfilled Evaluation:

An overall assessment of the offered system will be carried out during the evaluation. The award criteria will be evaluated on the basis of the tenderer's presentation of the 3 above points. The contracting authority will particularly emphasise the evaluation: Set-up and rule handling A positive assessment will be made if the solution provides a simple, structured and secure way to register, administer and maintain rota rules, working hours rules, local agreements, special agreements, exemptions and individual exceptions. A positive assessment will also be made if the system clearly warns of deviations, fractures or risk of breaches and if such signals are understandable and easy to follow-up. Work flow and user friendliness An assessment will be made positive if the system has an intuitive and efficient work flow for employees, managers and rota planners. The contracting authority will emphasise how easy it is to register inputs and preferences, prepare the basis for rota generation, generate rotos, understand the proposals that are presented, and follow up deviations and signals. A positive assessment will also be made if the system greatly reduces the need for manual assessments and inspections. Prioritising, explainability and control A positive assessment will be made if the system, in a clear and verifiable manner, shows how it prioritises between legislation and contracts, competence needs, manpower plan, continuity, fair distribution of shifts, employees' wishes, individual facilitation needs and cost efficiency. Furthermore, a positive assessment will be made if the solution explains why a rota proposal has been generated, what rules and considerations form the basis, what conditions could not

be completely fulfilled, and what consequences changes or overrides have. Best solution will be awarded 10 points. Other tenders will be awarded points based on a judgement of relevant quality differences compared to the best system. The tenderer's point score for the award criteria is weighted with the award criteria's stated weighting percentage. The tenderer's total points for this award criteria is weighted with the award criteria's weighting percentage.

Catégorie du critère d'attribution poids: Pondération (pourcentage, valeur exacte)

Nombre critère d'attribution: 60

Critère:

Type: Qualité

Nom: Environment

Description: The contracting authority uses the exclusion provisions in loa § 5b third section and does not weight climate and environmental considerations in accordance with the second paragraph. The contract is assessed to have a climate footprint and an immaterial environmental impact, and this is justified below. The nature of the procurement in this case is the procurement of a KI based rota tool that shall assist with rota planning. Furthermore, the procurement involves maintenance and further development of such a tool, operation and use of the tool. The work on maintenance and further development of the tool can be compared with a consultancy service without particular travel activities and is therefore considered to have immaterial climate footprint and environmental impact. The energy consumption and any environmental impact of this system is very limited and it is aimless for the contracting authority to emphasise or set requirements in the environmental requirement specifications in this procurement. Based on this, the procurement of KI-based rota tools is assessed in accordance with immaterial climate footprint and environmental impact, and thus falls under the exception rule in loa § 5b (3).

Catégorie du critère d'attribution poids: Pondération (pourcentage, valeur exacte)

Nombre critère d'attribution: 0

5.1.11. Documents de marché

Date limite de demande d'informations complémentaires: 27/09/2026 22:00:00 (UTC+00:00)

Heure de l'Europe occidentale, GMT

Adresse des documents de marché: <https://tendsign.com/doc.aspx?MeFormsNoticId=98867>

5.1.12. Conditions du marché public

Conditions de soumission:

Soumission par voie électronique: Requise

Adresse de soumission: <https://tendsign.com/doc.aspx?MeFormsNoticId=98867&GoTo=Tender>

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

Catalogue électronique: Autorisée

Variantes: Non autorisée

Les soumissionnaires peuvent présenter plusieurs offres: Autorisée

Date limite de réception des offres: 05/10/2026 10:00:58 (UTC+00:00) Heure de l'Europe occidentale, GMT

Durée de validité des offres: 89 Jours

Informations relatives à l'ouverture publique:

Date d'ouverture: 05/10/2026 10:01:00 (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 médiation: Sunnmøre tingrett

Organisation chargée des procédures de recours: Sunnmøre tingrett

Description des délais d'introduction des procédures de recours: In accordance with the regulations.

Organisation qui fournit des précisions concernant l'introduction des recours: Ålesund kommune

8. Organisations

8.1. ORG-0001

Nom officiel: Ålesund kommune

Numéro d'enregistrement: 929911709

Département: Innkjøp

Adresse postale: Keiser Wilhelms gate 11

Ville: Ålesund

Code postal: 6003

Subdivision pays (NUTS): Møre og Romsdal (NO0A3)

Pays: Norvège

Point de contact: Jenny Marie Rørvik

Adresse électronique: jenny.marie.rorvik@alesund.kommune.no

Téléphone: +4770162000

Rôles de cette organisation:

Acheteur

Organisation qui fournit des précisions concernant l'introduction des recours

8.1. ORG-0002

Nom officiel: Sunnmøre tingrett

Numéro d'enregistrement: 935365201

Adresse postale: Postboks 1354 Sentrum

Ville: Ålesund

Code postal: 6001

Subdivision pays (NUTS): Møre og Romsdal (NO0A3)

Pays: Norvège

Adresse électronique: sunnmore.tingrett@domstol.no

Téléphone: 70 33 47 00

Adresse internet: <https://www.domstol.no/no/domstoler/tingrett/sunnmore-tingrett/>

Rôles de cette organisation:

Organisation chargée des procédures de recours

Organisation chargée des procédures de médiation

Informations relatives à l'avis

Identifiant/version de l'avis: 5d147146-f802-4ecf-a30e-017cd94de0ff - 01

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Type d'avis: Avis de marché ou de concession – régime ordinaire

Sous-type d'avis: 16

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Date et heure de transmission de l'avis (eSender): 03/09/2026 08:00:58 (UTC+00:00) Heure de l'Europe occidentale, GMT

Langues dans lesquelles l'avis en question est officiellement disponible: anglais

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