

594621-2026 - Iomaíocht

An Iorua – Travel agency, tour operator and tourist assistance services – Procurement of tourism services for Trondheim towards 2030.

OJ S 166/2026 28/08/2026

**Fógra maidir le conradh nó lamháltas — an gnáthchóras
Seirbhísí**

1. Ceannaitheoir

1.1. Ceannaitheoir

Ainm oifigiúil: Trondheim kommune

R-phost: roar.nass@trondheim.kommune.no

Cineál dlíthiúil an cheannaitheora: Comhlacht dlí phoiblí atá faoi rialú údaráis áitiúil

Gníomhaíocht an údaráis chonarthaigh: Seirbhísí poiblí ginearálta

2. Nós imeachta

2.1. Nós imeachta

Teideal: Procurement of tourism services for Trondheim towards 2030.

Cur síos: Trondheim municipality, hereafter called the Contracting Authority, invites tenderers to an open tender competition with negotiations for a contract for tourism services for Trondheim towards 2030. The contracting authority is currently contributing with a grant to Visit Trondheim to sell, market, develop and brand building Trondheim as an attractive tourist destination, national and international. In 2026 the contracting authority expects to procure tourism services for a total of NOK 2,865,000 excluding VAT. In the terms of the grant, Trondheim municipality expects Visit Trondheim to be an active collaborating partner and contributor to major events that Trondheim municipality is involved in. The contracting authority shall now enter into an ongoing service contract for tourism services for Trondheim towards 2030 from 01.01.2027.

Aitheantóir an nós imeachta: 5ad2e19d-9605-4ad5-a45f-dc8fa4ec16d2

Aitheantóir inmheánach: 2026/30027

An cineál nós imeachta: Oscailte

Tá an nós imeachta á bhrostú: níl

Príomhghnéithe an nós imeachta: Tourism is an important industry for Trondheim municipality and the contracting authority needs assistance with tourism services. The importance of the industry for the city is increasing and the development potential is considered significant. Trondheim municipality takes responsibility for local tourism services because it is considered to be an important investment to build the reputation of Trondheim as an attractive tourist destination, nationally and internationally. The contracting authority intends to make Trondheim an attractive destination. The assignment shall contribute to the sale and marketing of Trondheim as an attractive destination, with increased visits within holidays and leisure travellers, business tourism and events, nationally and internationally. In general, the assignment shall contribute to a proactive role in the sale and marketing of the city's visitor industries and various events, and in particular it shall contribute to selling and marketing Trondheim as a history and cultural city with world-class dining experiences against the National Anniversary of 2030. Trondheim also depends on marketing and visibility of the technological powers in search, obtain and hold several international conventions, meetings and other major events against 2030. Good knowledge of existing markets and products with a

look for new markets and products is a prerequisite for success with the work. Likewise, the ability to early capture and convert new trends into possible positions and customers. The profiling shall not be based on assumptions, but on real time data, trend analyses and strategic digital presence. Trondheim destination shall be present in sales meetings, sales events and trade fairs with relevant tour operators and relevant travel agencies in the largest markets for Trondheim, nationally and internationally. This requires insight into national and international "business to business" markets. The destination shall have broad digital visibility and targeted digital campaigns on social channels with unique and good stories from Trondheim. Continuous search engine optimisation (SEO) and search engine marketing (SEM), will contribute to ensuring Trondheim's visibility in AI-based search engines and digital assistants, and ensure that Trondheim is well represented by the use of AI and "Search Generative Experiences" (SGE). SGE delivers to a greater degree tailored AI responses which means that the tenderer must be conscious of content production, optimisation and user experience in line with SGE. It shall be a plan for the content production connected to announcements and profiling of Trondheim in social media and on other platforms, adapted to different target groups in line with focus on SEO, SEM and SGE, nationally and internationally. The destination company shall have a local host role for visitors who arrive at the destination and run a tourist office. Destination development and branding Trondheim as a destination is more than the municipality or a destination company. This includes the sum of actors who make up Trondheim as a tourist destination. The contracting authority intends to work strategically and systematically in order for Trondheim to become an attractive and sustainable destination through reputation building and development of the experience industries in the city. The assignment shall contribute to a network arena for product development and cooperation for the professionalisation of the city's tourism and experiences. The executors must offer relevant tourism products and experiences to contribute to the growth and development of Trondheim as a tourist destination for holidays, leisure and business tourism. The assignment can be solved by inviting the most relevant tour operators and agents to Trondheim, and using the visits to put tour operators and product owners together to chisel out new experience products or adjust current products. The aim is to give participants insight about the most important markets and to build understanding and knowledge about what the city has to offer. Through press work, viewing trips and a joint profiling of Trondheim, the assignment will contribute to the tourism industry and public actors heading in the same direction with a uniform storytelling that ensures a desired position and brand as an attractive national and international destination, creating values for inhabitants, businesses and visitors. Trondheim can achieve the label "Sustainable Destination" from Innovation Norway. In achieving the sustainable destination label, the supplier can have a particular responsibility to initiate cooperation across the tourism industry and mobilise the actors so that the industry develops in a sustainable track in line with international requirements and standards. The voluntary sector is a specific target group that the tenderer shall cooperate with in the destination development. This is especially important for the liquidation of major events and for building identity up until the National Anniversary in 2030. The tenderer is expected to remain updated on the current trends, laws and guidelines nationally and internationally that can be of importance for tourism. Tenderers must be able to have dialogue and cooperation with both local, regional, national and international tourism networks, clusters, organisations and actors within the private and public sectors.

2.1.1. Cuspóir

Cineál an chonartha: Seirbhísí

Príomhaicmiú (cpv): 63500000 Travel agency, tour operator and tourist assistance services

Aicmiú breise (cpv): 55100000 Hotel services, 92500000 Library, archives, museums and other cultural services, 98300000 Miscellaneous services

2.1.2. An áit feidhmíochta

Seoladh poist: Erling skakkes gt.

Baile: Torgarden

Cód poist: 7004

Foroinn tíre (NUTS): Trøndelag/Tröndelage (NO060)

Tír: An Iorua

2.1.4. Eolas ginearálta

Bunús dlí:

Treoir 2014/24/AE

Anskaffelsesforskriften - Procurement regulations and procurement regulations.

2.1.6. Forais eisiaimh

Foinse na gcúiseanna eisiúna: Doiciméad Aonair Eorpach maidir le Soláthar (ESPD)

5. Luchtóg

5.1. Luchtóg: LOT-0000

Teideal: Procurement of tourism services for Trondheim towards 2030.

Cur síos: Trondheim municipality, hereafter called the Contracting Authority, invites tenderers to an open tender competition with negotiations for a contract for tourism services for Trondheim towards 2030. The contracting authority is currently contributing with a grant to Visit Trondheim to sell, market, develop and brand building Trondheim as an attractive tourist destination, national and international. In 2026 the contracting authority expects to procure tourism services for a total of NOK 2,865,000 excluding VAT. In the terms of the grant, Trondheim municipality expects Visit Trondheim to be an active collaborating partner and contributor to major events that Trondheim municipality is involved in. The contracting authority shall now enter into an ongoing service contract for tourism services for Trondheim towards 2030 from 01.01.2027.

Aitheantóir inmheánach: 2026/30027

5.1.1. Cuspóir

Cineál an chonartha: Seirbhísí

Príomhaicmiú (cpv): 63500000 Travel agency, tour operator and tourist assistance services

Aicmiú breise (cpv): 55100000 Hotel services, 92500000 Library, archives, museums and other cultural services, 98300000 Miscellaneous services

5.1.2. An áit feidhmíochta

Seoladh poist: Erling skakkes gt.

Baile: Torgarden

Cód poist: 7004

Foroinn tíre (NUTS): Trøndelag/Tröndelage (NO060)

Tír: An Iorua

5.1.3. Fad measta

Dáta tosaithe: 31/12/2026

Dáta deiridh an tréimhse: 31/12/2036

5.1.4. Athnuachan

Athnuachaintí uasta: 6

Tuilleadh eolais faoi athnuachain: 4+1+1+1+1+1+1

5.1.6. Eolas ginearálta

Rannpháirtíocht fhorchoimeáda:

Ní fhorchoimeádtar an rannpháirtíocht.

Tionscadal soláthair nach maoinítear le cistí an Aontais

Tá an soláthar cumhdaithe ag an gComhaontú maidir le Soláthar Rialtais (GPA): níl

Tá an soláthar sin oiriúnach freisin d'fhiontair bheaga agus mheánmhéide (FBManna): tá

5.1.7. Soláthar straitéiseach

Tagann an soláthar faoi raon feidhme Threoir 2009/33/CE ó Pharlaimint na hEorpa agus ón gComhairle (Treoir maidir le Feithiclí Glana – CVD)

An bunús dlí CVD chun a dheimhniú cén chatagóir nóis imeachta soláthair ag a bhfuil feidhm: Seirbhísí iompair paisinéirí de bhóthar

5.1.9. Critéir roghnúcháin

Foinse na gcritéir roghnaithe: Fógra, Doiciméad Aonair Eorpach maidir le Soláthar (ESPD)

Critéar: Clárú i gclár trádála

Cur síos ar an gcritéar roghnúcháin: The tenderer is registered in a company register or a trade register in the member state in which the tenderer is established. As described in annex XI of directive 2014/24/EU; suppliers from certain member states may have to fulfil other requirements in the mentioned annex. Minimum qualification requirements Requirement: The tenderer shall be a legally established company. Documented by a Company Registration Certificate or equivalent.

Critéar: Riachtanais eacnamaíochta nó airgeadais eile

Cur síos ar an gcritéar roghnúcháin: Regarding any other economic and financial requirements that have been stated in the notice or in the procurement documents, the tenderer declares that: Minimum qualification requirements Requirement: The tenderer shall have sufficient economic and financial capacity to carry out the assignment - the tenderer shall be credit worthy. Credit worthy with security is not accepted. A/N is sufficient for newly established tenderers. Documentation requirement: • Credit rating of the tenderer, not older than 6 months calculated from the deadline for receipt of tenders. The assessment shall be based on the last known fiscal figures with an indication of how the credit rating has evolved during the past three years. The result of the credit rating must be given as a graded value (letters or numbers) on a defined scale. Newly established tenderers must document the financial capacity to fulfil the assignment by other documentation, such as accounting figures and a bank guarantee.

Critéar: Bearta a chinntíonn cáilíocht

Cur síos ar an gcritéar roghnúcháin: The tenderer utilises the following technical facilities and quality assurance measures and the tenderer's survey and research facility is as follows:

Minimum qualification requirements Requirement: Tenderers shall have a functioning quality assurance system/quality management system. Documentation requirement: Description of the tenderer's quality assurance/quality management measures.

Critéar: Bainistíocht shlí soláthair

Cur síos ar an gcritéar roghnúcháin: The tenderer will be able to use the following management of the supply chain and tracing systems for the execution of the contract:

Minimum qualification requirements Requirement: Tenderers shall have a system for

managing and tracing the delivery chain. Documentation requirement: Description of the tenderer's system for managing and tracing the delivery chain.

Critéar: Bearta bainistíochta comhshaoil

Cur síos ar an gcritéar roghnúcháin: Tenderers can employ the following environmental management measures in connection with the execution of the contract: Minimum qualification requirements Requirement: Tenderers shall have a system and routines for reducing the most important environmental impact from their activities and shall use environmental management measures throughout the contract period. Therefore it is a requirement that the company has an environmental management system, such as Miljøfyrtårn, EMAS, ISO 14001 or equivalent. If the entire company is environmentally labelled with a type 1 environmental label, such as the Swan Ecolabel or equivalent, this is also approved. Documentation: Tenderers shall complete the attached Environmental Self-Declaration, as well as enclose a certificate of environmental management system.

5.1.10. Critéir dhámhachtana

Critéar:

Cineál: Cáilíocht

Ainm: Quality and assignment comprehension

Cur síos: What is the most important thing that is assessed with regard to quality: the tenderer's understanding of challenges and possibilities for tourism in Trondheim. the tenderer's understanding of the assignment, including the tenderer's proposal and a description of the methodology for goal achievement. the tenderer's degree of local knowledge and a network among tourism parties in Trondheim. the tenderer's experience and competence. the tenderer's organisation and efficiency in internal processes. the tenderer's digital systems. the tenderer's innovative systems. the tenderer's local and regional co-operation the tenderer's quality assurance.

Catagóir an critéir dhámhachtana meáchain: Ualú (céatadán, beacht)

Uimhir an chritéir dhámhachtana: 50

Critéar:

Cineál: Cáilíocht

Ainm: Environment

Cur síos: What the most important thing that is assessed with regard to the environment: supplier's contribution to Trondheim being a sustainable destination. the tenderer's proposal for sustainable events. tenderers shall promote circular solutions and dividing economy in tourism. tenderers shall contribute to environmentally friendly distribution.

Catagóir an critéir dhámhachtana meáchain: Ualú (céatadán, beacht)

Uimhir an chritéir dhámhachtana: 30

Critéar:

Cineál: Praghas

Ainm: Price

Cur síos: The price in the current agreement is for information and the tenderer must offer a price according to what they believe is correct in relation to the quality requirements. The price assessed is excluding VAT.

Catagóir an critéir dhámhachtana meáchain: Ualú (céatadán, beacht)

Uimhir an chritéir dhámhachtana: 20

5.1.11. Doiciméid soláthair

Na teangacha ina bhfuil na doiciméid soláthair ar fáil go hoifigiúil: Ioruais

Sprioc-am chun eolas breise a iarraidh: 25/09/2026 10:00:00 (UTC+00:00) Am Iarthar na hEorpa, GMT

Seoladh na ndoiciméad soláthair: <https://permalink.mercell.com/289742088.aspx>

5.1.12. Téarmaí soláthair

Téarmaí na haighneachta:

Cur isteach leictreonach: Éigeantach

Seoladh an chur isteach: <https://permalink.mercell.com/289742088.aspx>

Na teangacha inar féidir tairiscintí nó iarrataí ar rannpháirtíocht a chur isteach: Ioruais

Catalóg leictreonach: Ní ceadmhach

Leaganacha malartacha: Ní ceadmhach

Féadfaidh tairgeoirí níos mó ná tairiscint amháin a chur isteach: Ní ceadmhach

Spriocdháta chun tairiscintí a fháil: 02/10/2026 10:00:00 (UTC+00:00) Am Iarthar na hEorpa, GMT

An tréimhse le linn a gcaithfidh an tairiscint a bheith bailí: 6 Míonna

Eolas is féidir a fhorlíonadh tar éis an spriocdháta chun iarratas a dhéanamh:

Ní féidir aon doiciméid a chur isteach níos déanaí.

Eolas faoi oscailt phoiblí:

Dáta oscailte: 02/10/2026 10:00:00 (UTC+00:00) Am Iarthar na hEorpa, GMT

Téarmaí an chonartha:

Ní mór an conradh a chur i gcrích faoi chuimsiú clár fostaíochta dídeanaí: Ní hea

Tá gá le comhaontú neamhnachta: níl

Sonrascú leictreonach: Éigeantach

Úsáidfear ordú leictreonach: níl

Úsáidfear íocaíocht leictreonach: tá

5.1.15. Teicnící

Creat-chomhaontú:

Níl feidhm ag creat-chomhaontú

Eolas faoin gcóras ceannaigh dinimiciúil:

Níl feidhm ag córas ceannaigh dinimiciúil

5.1.16. Tuilleadh eolais, idirghabháil agus athbhreithniú

Eagraíocht idirghabhála: Trøndelag tingrett

Eagraíocht athbhreithniúcháin: Trøndelag tingrett

Eolas faoi spriocdhátaí athbhreithnithe: Ten Days

Eagraíocht a sholáthraíonn tuilleadh faisnéise faoi na nósanna imeachta athbhreithnithe: Trøndelag tingrett

Eagraíocht a fhaigheann iarratais ar rannpháirtíocht: Trondheim kommune

Eagraíocht a phróiseálann tairiscintí: Trondheim kommune

8. Eagraíochtaí

8.1. ORG-0001

Ainm oifigiúil: Trondheim kommune

Uimhir chlárúcháin: 942110464

Seoladh poist: Erling Skakkes gate 14

Baile: TRONDHEIM

Cód poist: 7004

Foroinn tíre (NUTS): Trøndelag/Tröndelage (NO060)

Tír: An Iorua

Pointe teagmhála: Roar Næss
R-phost: roar.nass@trondheim.kommune.no
Teil.: +47 72540000
Seoladh idirlín: <https://www.trondheim.kommune.no>

Róil na heagraíochta seo:

Ceannaitheoir

Eagraíocht a fhaigheann iarratais ar rannpháirtíocht

Eagraíocht a phróiseálann tairiscintí

8.1. ORG-0002

Ainm oifigiúil: Trøndelag tingrett

Uimhir chlárúcháin: 926722794

Seoladh poist: www.trondheim.kommune.no

Baile: TRONDHEIM

Cód poist: 7004

Foíonn tíre (NUTS): Trøndelag/Tröndelage (NO060)

Tír: An Iorua

R-phost: trondelag.tingrett@domstol.no

Teil.: 73542400

Róil na heagraíochta seo:

Eagraíocht athbhreithniúcháin

Eagraíocht a sholáthraíonn tuilleadh faisnéise faoi na nósanna imeachta athbhreithnithe

Eagraíocht idirghabhála

Eolas faoin bhfógra

Aitheantóir/leagan an fhógra: e3782211-bca1-474a-aa3a-53fe7f1c6abd - 01

Cineál na foirme: lomaíocht

Cineál an fhógra: Fógra maidir le conradh nó lamháltas — an gnáthchóras

Fochineál an fhógra: 16

Dáta seolta an fhógra: 26/08/2026 05:29:30 (UTC+00:00) Am Iarthar na hEorpa, GMT

Dáta seolta an fhógra (eSender): 26/08/2026 06:43:33 (UTC+00:00) Am Iarthar na hEorpa, GMT

Na teangacha ina bhfuil an fógra seo ar fáil go hoifigiúil: Béarla

Uimhir foilseacháin an fhógra: 594621-2026

Uimhir eagráin IO S: 166/2026

Dáta foilsithe: 28/08/2026