

343841-2026 - Nadmetanje

Norveška – Usluge informacijske tehnologije: savjetovanje, razvoj programske podrške, internet i podrška – ESM platform with a system for user enquiries - Stage 1 - Qualification

OJ S 96/2026 20/05/2026

Obavijest o nadmetanju ili koncesiji – standardni režim

Usluge

1. Kupac

1.1. Kupac

Službeno ime: Stortinget

E-pošta: innkjop.postmottak@stortinget.no

Pravni oblik kupca: Javno poduzeće

Djelatnost javnog naručitelja: Opće javne usluge

2. Postupak

2.1. Postupak

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

Opis: 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

Identifikacijska oznaka postupka: ef0e33d8-fa8b-42fb-a506-463926cc7e16

Interna identifikacijska oznaka: 2025/8901

Vrsta postupka: Pregovarački s prethodnom objavom poziva na nadmetanje / natjecateljski uz pregovore

Postupak je ubrzan: ne

Glavna obilježja postupka: ESM platform with a system for user enquiries.

2.1.1. Svrha

Priroda ugovora: Usluge

Glavna klasifikacija (cpv): 72000000 Usluge informacijske tehnologije: savjetovanje, razvoj programske podrške, internet i podrška

Dodatna klasifikacija (cpv): 48000000 Programski paketi i informacijski sustavi, 48517000 Programski paket za informacijsku tehnologiju, 72200000 Usluge programiranja i usluge savjetovanja, 72260000 Usluge povezane s programskom podrškom

2.1.2. Mjesto izvršenja

Zemlja – podregija (NUTS): Oslo (NO081)

Zemlja: Norveška

2.1.4. Opće informacije

Pravna osnova:

Direktiva 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. Razlozi za isključenje

Izvori razloga za isključenje: Europska jedinstvena dokumentacija o nabavi

5. Grupa**5.1. Grupa: LOT-0000**

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

Opis: 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 scalable 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 Storting 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

Interna identifikacijska oznaka: 2025/8901

5.1.1. Svrha

Priroda ugovora: Usluge

Glavna klasifikacija (cpv): 72000000 Usluge informacijske tehnologije: savjetovanje, razvoj programske podrške, internet i podrška

Dodatna klasifikacija (cpv): 48000000 Programski paketi i informacijski sustavi, 48517000 Programski paket za informacijsku tehnologiju, 72200000 Usluge programiranja i usluge savjetovanja, 72260000 Usluge povezane s programskom podrškom

5.1.2. Mjesto izvršenja

Zemlja – podregija (NUTS): Oslo (NO081)

Zemlja: Norveška

5.1.3. Očekivano trajanje

Datum početka: 30/10/2026

Datum završetka trajanja: 31/10/2036

5.1.6. Opće informacije

Rezervirano sudjelovanje:

Sudjelovanje nije rezervirano.

Projekt javne nabave ne financira se sredstvima EU-a

Javna nabava obuhvaćena je Sporazumom o javnoj nabavi (GPA): da

5.1.9. Kriteriji za odabir

Izvori kriterija odabira: Europska jedinstvena dokumentacija o nabavi

Informacije o drugoj fazi postupka u dvije faze:

Minimalan broj natjecatelja koji će biti pozvani u drugu fazu postupka: 3

Maksimalan broj natjecatelja koji će biti pozvani u drugu fazu postupka: 4

Postupak će se odvijati u uzastopnim fazama. U svakoj fazi neki sudionici mogu biti isključeni
Kupac zadržava pravo dodjele ugovora na temelju početnih ponuda bez daljnjih pregovora

5.1.11. Dokumentacija o nabavi

Jezici na kojima je dokumentacija o nabavi službeno dostupna: norveški

Adresa dokumentacije o nabavi: <https://permalink.mercell.com/281577992.aspx>

5.1.12. Uvjeti nabave

Uvjeti podnošenja:

Elektroničko podnošenje: Obvezno

Adresa za podnošenje: <https://permalink.mercell.com/281577992.aspx>

Jezici na kojima se mogu podnijeti ponude ili zahtjevi za sudjelovanje: norveški

Elektronički katalog: Nije dopušteno

Potreban je napredan ili kvalificirani elektronički potpis ili pečat (kako je definirano u Uredbi (EU) br. 910/2014)

Varijante: Nije dopušteno

Rok za primitak zahtjeva za sudjelovanje: 22/06/2026 10:00:00 (UTC+00:00)

zapadnoeuropsko vrijeme, GMT

Uvjeti ugovora:

Ugovor se mora izvršiti u okviru programa zaštićenih radnih mjesta: Ne

Elektroničko izdavanje računa: Obvezno

Naručivanje će biti elektroničko: da

Plaćanje će biti elektroničko: da

5.1.15. Tehnike

Okvirni sporazum:

Nema okvirnog sporazuma

Informacije o dinamičkom sustavu nabave:

Nema dinamičkog sustava nabave

5.1.16. Dodatne informacije, posredovanje i pravna zaštita (preispitivanje)

Organizacija za preispitivanje (pravnu zaštitu): Oslo tingrett

Informacije o rokovima za preispitivanje: See the tender documentation and loa/FOA

Organizacija koja pruža više informacija o postupcima preispitivanja (pravne zaštite): Oslo tingrett

8. Organizacije

8.1. ORG-0001

Službeno ime: Stortinget

Registracijski broj: 971524960

Poštanska adresa: Karl Johans gate 22

Grad: OSLO

Poštanski broj: 0026

Zemlja – podregija (NUTS): Oslo (NO081)

Zemlja: Norveška

Kontaktna točka: Seksjon for innkjøp

E-pošta: innkjop.postmottak@stortinget.no

Tel.: 23313050

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

Uloge ove organizacije:

Kupac

8.1. ORG-0002

Službeno ime: Oslo tingrett

Registracijski broj: 926725939

Grad: oslo

Poštanski broj: 0026

Zemlja – podregija (NUTS): Oslo (NO081)

Zemlja: Norveška

Uloge ove organizacije:

Organizacija za preispitivanje (pravnu zaštitu)

Organizacija koja pruža više informacija o postupcima preispitivanja (pravne zaštite)

Informacije o obavijesti

Identifikacijska oznaka / verzija obavijesti: 50e2f495-3db8-4fd2-aeb6-71f6ebf011f1 - 01

Vrsta obrasca: Nadmetanje

Vrsta obavijesti: Obavijest o nadmetanju ili koncesiji – standardni režim

Podvrsta obavijesti: 16

Datum slanja obavijesti: 18/05/2026 12:28:54 (UTC+00:00) zapadnoeuropsko vrijeme, GMT

Datum e-pošiljateljeva slanja obavijesti: 18/05/2026 13:49:26 (UTC+00:00) zapadnoeuropsko vrijeme, GMT

Jezici na kojima je ova obavijest službeno dostupna: engleski

Broj objave obavijesti: 343841-2026

Broj izdanja SL S-a: 96/2026

Datum objave: 20/05/2026