

594621-2026 - Nadmetanje

Norveška – Usluge putničkih agencija i turoperatora te usluge pomoći turistima – Procurement of tourism services for Trondheim towards 2030.

OJ S 166/2026 28/08/2026

Obavijest o nadmetanju ili koncesiji – standardni režim

Usluge

1. Kupac

1.1. Kupac

Službeno ime: Trondheim kommune

E-pošta: roar.nass@trondheim.kommune.no

Pravni oblik kupca: Tijelo koje se uređuje javnim pravom, koje nadzire lokalno tijelo

Djelatnost javnog naručitelja: Opće javne usluge

2. Postupak

2.1. Postupak

Naslov: Procurement of tourism services for Trondheim towards 2030.

Opis: 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.

Identifikacijska oznaka postupka: 5ad2e19d-9605-4ad5-a45f-dc8fa4ec16d2

Interna identifikacijska oznaka: 2026/30027

Vrsta postupka: Otvoren

Postupak je ubrzan: ne

Glavna obilježja postupka: 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. Svaha

Priroda ugovora: Usluge

Glavna klasifikacija (cpv): 63500000 Usluge putničkih agencija i turoperatora te usluge pomoći turistima

Dodatna klasifikacija (cpv): 55100000 Hotelske usluge, 92500000 Usluge knjižnice, arhiva, muzeja i druge usluge u kulturi, 98300000 Razne usluge

2.1.2. Mjesto izvršenja

Poštanska adresa: Erling skakkes gt.

Grad: Torgarden

Poštanski broj: 7004

Zemlja – podregija (NUTS): Trøndelag/Tröndelage (NO060)

Zemlja: Norveška

2.1.4. Opće informacije

Pravna osnova:

Direktiva 2014/24/EU

Anskaffelsesforskriften - Procurement regulations and procurement regulations.

2.1.6. Razlozi za isključenje

Izvori razloga za isključenje: Europska jedinstvena dokumentacija o nabavi

5. Grupa

5.1. Grupa: LOT-0000

Naslov: Procurement of tourism services for Trondheim towards 2030.

Opis: 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.

Interna identifikacijska oznaka: 2026/30027

5.1.1. Svrha

Priroda ugovora: Usluge

Glavna klasifikacija (cpv): 63500000 Usluge putničkih agencija i turoperatora te usluge pomoći turistima

Dodatna klasifikacija (cpv): 55100000 Hotelske usluge, 92500000 Usluge knjižnice, arhiva, muzeja i druge usluge u kulturi, 98300000 Razne usluge

5.1.2. Mjesto izvršenja

Poštanska adresa: Erling skakkes gt.

Grad: Torgarden

Poštanski broj: 7004

Zemlja – podregija (NUTS): Trøndelag/Tröndelage (NO060)

Zemlja: Norveška

5.1.3. Očekivano trajanje

Datum početka: 31/12/2026

Datum završetka trajanja: 31/12/2036

5.1.4. Obnova

Maksimalan broj obnavljanja: 6

Druge informacije o obnovi: 4+1+1+1+1+1+1

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): ne

Ova javna nabava prikladna je i za mala i srednja poduzeća (MSP-ovi): da

5.1.7. Strateška nabava

Javna nabava obuhvaćena je područjem primjene Direktive 2009/33/EZ Europskog parlamenta i Vijeća (Direktiva o čistim vozilima)

Pravna osnova iz Direktive o čistim vozilima za utvrđivanje kategorije postupka nabave koja se primjenjuje: Usluge cestovnog prijevoza putnika

5.1.9. Kriteriji za odabir

Izvori kriterija odabira: Obavijest, Europska jedinstvena dokumentacija o nabavi

Kriterij: Upis u trgovački registar

Opis kriterija odabira: 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.

Kriterij: Ostali ekonomski ili financijski zahtjevi

Opis kriterija odabira: 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.

Kriterij: Mjere za osiguranje kvalitete

Opis kriterija odabira: 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.

Kriterij: Upravljanje lancem opskrbe

Opis kriterija odabira: 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.

Kriterij: Mjere upravljanja okolišem

Opis kriterija odabira: 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. Kriteriji za dodjelu

Kriterij:

Vrsta: Kvaliteta

Naziv: Quality and assignment comprehension

Opis: 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.

Kategorija kriterija za dodjelu težine: Ponder (postotak, točan)

Broj kriterija za dodjelu: 50

Kriterij:

Vrsta: Kvaliteta

Naziv: Environment

Opis: 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.

Kategorija kriterija za dodjelu težine: Ponder (postotak, točan)

Broj kriterija za dodjelu: 30

Kriterij:

Vrsta: Cijena

Naziv: Price

Opis: 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.

Kategorija kriterija za dodjelu težine: Ponder (postotak, točan)

Broj kriterija za dodjelu: 20

5.1.11. Dokumentacija o nabavi

Jezici na kojima je dokumentacija o nabavi službeno dostupna: norveški

Rok za podnošenje zahtjeva za dodatne informacije: 25/09/2026 10:00:00 (UTC+00:00)
zapadnoeuropsko vrijeme, GMT

Adresa dokumentacije o nabavi: <https://permalink.mercell.com/289742088.aspx>

5.1.12. Uvjeti nabave

Uvjeti podnošenja:

Elektroničko podnošenje: Obvezno

Adresa za podnošenje: <https://permalink.mercell.com/289742088.aspx>

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

Elektronički katalog: Nije dopušteno

Varijante: Nije dopušteno

Ponuditelji mogu podnijeti više od jedne ponude: Nije dopušteno

Rok za zaprimanje ponuda: 02/10/2026 10:00:00 (UTC+00:00) zapadnoeuropsko vrijeme, GMT

Razdoblje tijekom kojeg ponuda mora ostati valjana: 6 Mjeseci

Informacije koje se mogu dopuniti nakon roka za podnošenje:

Kasnije nije moguće podnijeti nikakve dokumente.

Informacije o javnom otvaranju:

Datum otvaranja: 02/10/2026 10:00:00 (UTC+00:00) zapadnoeuropsko vrijeme, GMT

Uvjeti ugovora:

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

Potreban je sporazum o povjerljivosti podataka: ne

Elektroničko izdavanje računa: Obvezno

Naručivanje će biti elektroničko: ne

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 postupke mirenja: Trøndelag tingrett

Organizacija za preispitivanje (pravnu zaštitu): Trøndelag tingrett

Informacije o rokovima za preispitivanje: Ten Days

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

Trøndelag tingrett

Organizacija koja prima zahtjeve za sudjelovanje: Trondheim kommune

Organizacija koja obrađuje ponude: Trondheim kommune

8. Organizacije

8.1. ORG-0001

Službeno ime: Trondheim kommune

Registracijski broj: 942110464

Poštanska adresa: Erling Skakkes gate 14

Grad: TRONDHEIM

Poštanski broj: 7004

Zemlja – podregija (NUTS): Trøndelag/Tröndelage (NO060)

Zemlja: Norveška

Kontaktna točka: Roar Næss
E-pošta: roar.nass@trondheim.kommune.no
Tel.: +47 72540000
Internet: <https://www.trondheim.kommune.no>

Uloge ove organizacije:

Kupac
Organizacija koja prima zahtjeve za sudjelovanje
Organizacija koja obrađuje ponude

8.1. ORG-0002

Službeno ime: Trøndelag tingrett
Registracijski broj: 926722794
Poštanska adresa: www.trondheim.kommune.no
Grad: TRONDHEIM
Poštanski broj: 7004
Zemlja – podregija (NUTS): Trøndelag/Tröndelage (NO060)
Zemlja: Norveška
E-pošta: trondelag.tingrett@domstol.no
Tel.: 73542400

Uloge ove organizacije:

Organizacija za preispitivanje (pravnu zaštitu)
Organizacija koja pruža više informacija o postupcima preispitivanja (pravne zaštite)
Organizacija za postupke mirenja

Informacije o obavijesti

Identifikacijska oznaka / verzija obavijesti: e3782211-bca1-474a-aa3a-53fe7f1c6abd - 01
Vrsta obrasca: Nadmetanje
Vrsta obavijesti: Obavijest o nadmetanju ili koncesiji – standardni režim
Podvrsta obavijesti: 16
Datum slanja obavijesti: 26/08/2026 05:29:30 (UTC+00:00) zapadnoeuropsko vrijeme, GMT
Datum e-pošiljateljeva slanja obavijesti: 26/08/2026 06:43:33 (UTC+00:00) zapadnoeuropsko vrijeme, GMT
Jezici na kojima je ova obavijest službeno dostupna: engleski
Broj objave obavijesti: 594621-2026
Broj izdanja SL S-a: 166/2026
Datum objave: 28/08/2026