

343841-2026 - Gara

Norvegia – Servizi informatici: consulenza, sviluppo di software, Internet e supporto – ESM platform with a system for user enquiries - Stage 1 - Qualification

OJ S 96/2026 20/05/2026

Bando di gara o di concessione – regime ordinario

Servizi

1. Committente

1.1. Committente

Nome ufficiale: Stortinget

E-mail: innkjop.postmottak@stortinget.no

Forma giuridica del committente: Impresa pubblica

Attività dell'amministrazione aggiudicatrice: Servizi generali delle amministrazioni pubbliche

2. Procedura

2.1. Procedura

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

Descrizione: 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

Identificativo della procedura: ef0e33d8-fa8b-42fb-a506-463926cc7e16

Identificativo interno: 2025/8901

Tipo di procedura: Negoziata con previa indizione di gara / competitiva con negoziazione

La procedura è accelerata: no

Caratteristiche principali della procedura: ESM platform with a system for user enquiries.

2.1.1. Finalità

Natura dell'appalto: Servizi

Classificazione principale (cpv): 72000000 Servizi informatici: consulenza, sviluppo di software, Internet e supporto

Classificazione aggiuntiva (cpv): 48000000 Pacchetti software e sistemi di informazione, 48517000 Pacchetti software IT, 72200000 Programmazione di software e servizi di consulenza, 72260000 Servizi connessi al software

2.1.2. Luogo di esecuzione

Suddivisione del paese (NUTS): Oslo (NO081)

Paese: Norvegia

2.1.4. Informazioni generali

Base giuridica:

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. Motivi di esclusione

Fonti dei motivi di esclusione: Documento di gara unico europeo (DGUE)

5. Lotto

5.1. Lotto: LOT-0000

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

Descrizione: 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 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

Identificativo interno: 2025/8901

5.1.1. Finalità

Natura dell'appalto: Servizi

Classificazione principale (cpv): 72000000 Servizi informatici: consulenza, sviluppo di software, Internet e supporto

Classificazione aggiuntiva (cpv): 48000000 Pacchetti software e sistemi di informazione, 48517000 Pacchetti software IT, 72200000 Programmazione di software e servizi di consulenza, 72260000 Servizi connessi al software

5.1.2. Luogo di esecuzione

Suddivisione del paese (NUTS): Oslo (NO081)

Paese: Norvegia

5.1.3. Durata stimata

Data di inizio: 30/10/2026

Data di fine durata: 31/10/2036

5.1.6. Informazioni generali

Partecipazione riservata:

La partecipazione non è riservata.

Progetto di appalto non finanziato con fondi UE

L'appalto è soggetto all'accordo sugli appalti pubblici (AAP): sì

5.1.9. Criteri di selezione

Fonti dei criteri di selezione: Documento di gara unico europeo (DGUE)

Informazioni sulla seconda fase di una procedura in due fasi:

Numero minimo di candidati da invitare alla seconda fase della procedura: 3

Numero massimo di candidati da invitare alla seconda fase della procedura: 4

La procedura si svolge in diverse fasi. In ogni fase possono essere eliminati alcuni partecipanti

Il committente si riserva il diritto di aggiudicare l'appalto in base alle offerte iniziali senza ulteriore negoziazione

5.1.11. Documenti di gara

Lingue in cui i documenti di gara sono ufficialmente disponibili: norvegese

Indirizzo dei documenti di gara: <https://permalink.mercell.com/281577992.aspx>

5.1.12. Condizioni di appalto

Modalità di presentazione:

Presentazione elettronica delle offerte: Obbligatoria

Indirizzo per la presentazione: <https://permalink.mercell.com/281577992.aspx>

Lingue in cui possono essere presentate le offerte o le domande di partecipazione: norvegese

Catalogo elettronico: Non consentita

Obbligo di firma elettronica qualificata o sigillo elettronico qualificato [come definiti dal regolamento (UE) n. 910/2014]

Varianti: Non consentita

Termine per il ricevimento delle domande di partecipazione: 22/06/2026 10:00:00 (UTC+00:00) ora dell'Europa occidentale, GMT

Condizioni contrattuali:

L'esecuzione dell'appalto deve avvenire nel contesto di programmi di lavoro protetti: No

Fatturazione elettronica: Obbligatoria

Si farà ricorso all'ordinazione elettronica: sì

Sarà utilizzato il pagamento elettronico: sì

5.1.15. Tecniche

Accordo quadro:

Nessun accordo quadro

Informazioni sul sistema dinamico di acquisizione:

Nessun sistema dinamico di acquisizione

5.1.16. Ulteriori informazioni, mediazione e ricorsi

Organizzazione competente per i ricorsi: Oslo tingrett

Informazioni sui termini per il riesame: See the tender documentation and loa/FOA

Organizzazione alla quale rivolgersi per informazioni complementari sulle procedure di ricorso: Oslo tingrett

8. Organizzazioni

8.1. ORG-0001

Nome ufficiale: Stortinget

Numero di registrazione: 971524960

Indirizzo postale: Karl Johans gate 22

Località: OSLO

Codice postale: 0026

Suddivisione del paese (NUTS): Oslo (NO081)

Paese: Norvegia

Referente: Seksjon for innkjøp

E-mail: innkjop.postmottak@stortinget.no

Telefono: 23313050

Indirizzo internet: <http://www.stortinget.no/>

Ruoli di questa organizzazione:

Committente

8.1. ORG-0002

Nome ufficiale: Oslo tingrett

Numero di registrazione: 926725939

Località: oslo

Codice postale: 0026

Suddivisione del paese (NUTS): Oslo (NO081)

Paese: Norvegia

Ruoli di questa organizzazione:

Organizzazione competente per i ricorsi

Organizzazione alla quale rivolgersi per informazioni complementari sulle procedure di ricorso

Informazioni sull'avviso

Identificativo/versione dell'avviso: 50e2f495-3db8-4fd2-aeb6-71f6ebf011f1 - 01

Tipo di formulario: Gara

Tipo di avviso: Bando di gara o di concessione – regime ordinario

Sottotipo di avviso: 16

Data di trasmissione dell'avviso: 18/05/2026 12:28:54 (UTC+00:00) ora dell'Europa occidentale, GMT

Data di trasmissione da parte dell'eSender dell'avviso o bando: 18/05/2026 13:49:26 (UTC+00:00) ora dell'Europa occidentale, GMT

Lingue in cui il presente avviso è ufficialmente disponibile: inglese

Numero di pubblicazione dell'avviso: 343841-2026

Numero dell'edizione della GU S: 96/2026

Data di pubblicazione: 20/05/2026