

455374-2026 - Gara

Norvegia – Servizi di consulenza in sistemi informatici e assistenza tecnica – Procurement of an ERP system and assistance (the qualification phase).

OJ S 125/2026 02/07/2026

Bando di gara o di concessione – regime ordinario

Servizi

1. Committente

1.1. Committente

Nome ufficiale: Norsk Helsenett SF

E-mail: anskaffelser@nhn.no

Forma giuridica del committente: Organismo di diritto pubblico

Attività dell'amministrazione aggiudicatrice: Salute

2. Procedura

2.1. Procedura

Titolo: Procurement of an ERP system and assistance (the qualification phase).

Descrizione: The aim of the procurement is to procure and introduce a future orientated, cloud based ERP system and hourly consultancy services connected to the system. The Norwegian Health Network would like a contract partner who can deliver a combined, fully integrated system that supports digitalisation, streamlining and automation of processes and services in accounting, budget/forecasts, wages, invoicing, travel/outlay and hour registration (the list is not exhaustive).

Identificativo della procedura: 2c917a23-38ed-467e-967a-87a6546243bb

Identificativo interno: 26/02452

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

La procedura è accelerata: no

Caratteristiche principali della procedura: The Norwegian Health Network would like to procure standard off-the-shelf products where any adaptations to concrete needs are made through configurations of the tenderer's system(s). The procurement shall cover licences, establishment, configuration and integrations, as well as migration of data from the current system, in addition to training and introduction to the organisation. The system shall be delivered as a cloud service (SaaS), and the procurement shall cover ongoing operations, maintenance and support. The procurement shall also cover the need for further development after the implementation project has ended, as the Contracting Authority assumes that the needs can change during the contract period. An ERP system shall be procured that can be further developed and expanded in line with the business's needs and technological development, in particular regarding the need for increased digitalisation and streamlining of processes. This includes, among other things, new modules, functionality, integrations and the accompanying services within the natural area of use of the ERP system, including, among other things, finance, procurement, HR, reporting, automation/KI and integrations. The procurement therefore includes an option for future procurements and development of new versions of the system, as well as additional services so that the system can support the contracting authority's needs in the future as well.

2.1.1. Finalità

Natura dell'appalto: Servizi

Classificazione principale (cpv): 72220000 Servizi di consulenza in sistemi informatici e assistenza tecnica

Classificazione aggiuntiva (cpv): 48400000 Pacchetti software per transazioni commerciali e personali, 48440000 Pacchetti software di analisi finanziaria e contabilità, 48451000 Pacchetti software di pianificazione delle risorse delle imprese, 48490000 Pacchetti software per appalti, 72230000 Servizi di sviluppo di software personalizzati

2.1.2. Luogo di esecuzione

Paese: Norvegia

Ovunque nel paese in questione

2.1.3. Valore

Valore stimato al netto dell'IVA: 35 000 000,00 NOK

2.1.4. Informazioni generali

Base giuridica:

Direttiva 2014/24/UE

Anskaffelsesforskriften - Anskaffelsesforskriften § 13-2 letters a and d.

2.1.6. Motivi di esclusione

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

Corruzione: 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.

Frode: 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? Fraud included in Article 1 of the Convention on protection of the Financial Interests of the European Communities (EFT C 316 of 27.11.1995, p. 48).

Riciclaggio di proventi di attività criminose o finanziamento del terrorismo: 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? Money laundering or financing terrorism As defined in Article 1 of the European Parliament and Council Directive 2005/60/EF of 26 October 2005 on preventive measures against the use of the financial system for money laundering and financing terrorism (EUT L 309 of 25.11.2005, p. 15).

Partecipazione a un'organizzazione criminale: 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)

Reati terroristici o reati connessi alle attività terroristiche: 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, af 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.

Lavoro minorile e altre forme di tratta di esseri umani: 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).

Violazione di obblighi in materia di diritto ambientale: 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.

Violazione degli obblighi in materia di diritto del lavoro: 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.

Violazione degli obblighi in materia di diritto sociale: 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.

Accordi con altri operatori economici intesi a falsare la concorrenza: Has the tenderer entered into agreement(s) with other tenderers with the intention of turning the competition?

Grave illecito professionale: Has the tenderer committed serious errors in professional practice? If relevant, see the definitions in national law, the relevant notice or procurement documents.

False dichiarazioni, omessa informazione, incapacità di fornire i documenti richiesti o acquisizione di informazioni confidenziali in merito alla procedura in questione: Have the tenderer: a) given grossly incorrect information when notifying the information required to verify that there is no basis for rejection, or of the qualification requirements being met, b) failed to provide such information, c) subject to immediately submitting the supporting documents requested by the Contracting Authority, or d) improperly affecting 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?

Conflitto di interessi legato alla partecipazione alla procedura di appalto: Are tenderers aware of a conflict of interest as stated in national law, the relevant notice or procurement documents?

Partecipazione diretta o indiretta alla preparazione della procedura di appalto: 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?

Cessazione anticipata, risarcimento danni o altre sanzioni comparabili: 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?

Violazione degli obblighi connessi a motivi di esclusione previsti esclusivamente dalla legislazione nazionale: The contracting authority shall state that in Norway there are national rejection reasons. These shall be described in the procurement documents. Tenderers must respond to whether they are in one or more of the situations described in the national rejection reasons. Will the purely national rejection reasons, as stated in the relevant notice or in the procurement documents, apply?

Violazione dell'obbligo di pagamento dei contributi previdenziali: 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?

Violazione dell'obbligo di pagamento delle imposte: Has the tenderer not fulfilled his tax and duty obligations in the country in which he is established, and in the contracting authority's member state, if this is a different country than what he is established in?

Cessazione di attività: 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 made mandatory in accordance with the current national law without the possibility for exceptions.

Fallimento: 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 made mandatory in accordance with the current national law without the possibility for exceptions.

Concordato preventivo con i creditori: 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 made mandatory in accordance with the current national law without the possibility for exceptions.

Insolvenza: 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 made mandatory in accordance with the current national law without the possibility for exceptions.

Amministrazione controllata: 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 made mandatory in accordance with the current national law without the possibility for exceptions.

Situazione analoga al fallimento ai sensi della normativa nazionale: 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 made mandatory in accordance with the current national law without the possibility for exceptions.

5. Lotto

5.1. Lotto: LOT-0000

Titolo: Procurement of an ERP system and assistance (the qualification phase).

Descrizione: The aim of the procurement is to procure and introduce a future orientated, cloud based ERP system and hourly consultancy services connected to the system. The Norwegian Health Network would like a contract partner who can deliver a combined, fully integrated system that supports digitalisation, streamlining and automation of processes and services in accounting, budget/forecasts, wages, invoicing, travel/outlay and hour registration (the list is not exhaustive).

Identificativo interno: 26/02452

5.1.1. Finalità

Natura dell'appalto: Servizi

Classificazione principale (cpv): 72220000 Servizi di consulenza in sistemi informatici e assistenza tecnica

Classificazione aggiuntiva (cpv): 48400000 Pacchetti software per transazioni commerciali e personali, 48440000 Pacchetti software di analisi finanziaria e contabilità, 48451000 Pacchetti software di pianificazione delle risorse delle imprese, 48490000 Pacchetti software per appalti, 72230000 Servizi di sviluppo di software personalizzati

Opzioni:

Descrizione delle opzioni: The contract for ongoing service procurements (SSA-L) applies for 3 (three) years calculated from the delivery day. The contract will then be renewed automatically for 1 (one) year at a time, unless agreed to by the Customer with three months notice before the renewal date. The assistance contract (SSA-B) shall have a duration of 3 (three) years with an option to extend the contract five times for up to one year at a time (3+1+1+1+1+1).

5.1.2. Luogo di esecuzione

Paese: Norvegia

Ovunque nel paese in questione

5.1.3. Durata stimata

Durata: 36 Mesi

5.1.5. Valore

Valore stimato al netto dell'IVA: 35 000 000,00 NOK

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), Documento di gara

Informazioni sulla seconda fase di una procedura in due fasi:

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

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

5.1.10. Criteri di aggiudicazione

Criterio:

Tipo: Qualità

Nome: Quality

Descrizione: The tenderer's response to the B1 and B2 requirements set in # "Part II SSA-L Annex 1 - the Contracting Authority's requirement specifications" # "Part II SSA-L Annex 3 - Plan for the establishment phase" # "Part II SSA-L Annex 4 - Service level with standardised compensation"

Categoria del criterio di aggiudicazione peso: Ponderazione (percentuale, esatta)

Criterio di aggiudicazione: numero: 70

Criterio:

Tipo: Prezzo

Nome: Price SSA-L

Descrizione: The tenderer's stated prices, cf. "Part II SSA-L Annex 6 - Total price and price terms", evaluated over a period of 48 months. - Establishment (fixed price) - Annual cost of use of the system (service charge) - Additional costs connected to maintenance, support and operation. - Training - Assistance/consultancy services Any financial consequence of reservations/deviations will also be assessed.

Categoria del criterio di aggiudicazione peso: Ponderazione (percentuale, esatta)

Criterio di aggiudicazione: numero: 20

Criterio:

Tipo: Prezzo

Nome: Price SSA-B

Descrizione: The tenderer's stated hourly rates, cf. "Part II SSA-B Annex 5 - Price and Price Terms". An average price is calculated for the stated categories and an estimated amount of 6,500 consultancy hours over a contract period of up to 8 years (including options).

Categoria del criterio di aggiudicazione peso: Ponderazione (percentuale, esatta)

Criterio di aggiudicazione: numero: 10

5.1.11. Documenti di gara

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

Termine per la richiesta di informazioni supplementari: 18/08/2026 21:55:00 (UTC+00:00) ora dell'Europa occidentale, GMT

Indirizzo dei documenti di gara: <https://permalink.mercell.com/287145320.aspx>

5.1.12. Condizioni di appalto

Condizioni della procedura:

Data stimata dell'invio degli inviti a presentare le offerte: 04/09/2026

Modalità di presentazione:

Presentazione elettronica delle offerte: Obbligatoria

Indirizzo per la presentazione: <https://permalink.mercell.com/287145320.aspx>

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

Catalogo elettronico: Non consentita

Varianti: Non consentita

Termine per il ricevimento delle domande di partecipazione: 21/08/2026 10:00:00 (UTC+00:00) ora dell'Europa occidentale, GMT

Informazioni che possono essere integrate dopo la scadenza del termine di presentazione:

Nessun documento può essere presentato successivamente.

Condizioni contrattuali:

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

È richiesto un accordo di non divulgazione: sì

Fatturazione elettronica: Obbligatoria

Si farà ricorso all'ordinazione elettronica: no

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 di mediazione: Oslo Tingrett

Organizzazione competente per i ricorsi: Oslo Tingrett

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

Norsk Helsenett SF

Organizzazione che riceve le domande di partecipazione: Norsk Helsenett SF

Organizzazione che tratta le offerte: Norsk Helsenett SF

8. Organizzazioni

8.1. ORG-0001

Nome ufficiale: Norsk Helsenett SF

Numero di registrazione: 994598759

Indirizzo postale: Abels gate 9

Località: TRONDHEIM

Codice postale: 7030

Suddivisione del paese (NUTS): Trøndelag/Tröndelage (NO060)

Paese: Norvegia

Referente: Avdeling anskaffelser

E-mail: anskaffelser@nhn.no

Telefono: +47 24200000

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

Ruoli di questa organizzazione:

Committente

Organizzazione che riceve le domande di partecipazione

Organizzazione che tratta le offerte

Organizzazione alla quale rivolgersi per informazioni complementari sulle procedure di ricorso

8.1. ORG-0002

Nome ufficiale: Oslo Tingrett

Numero di registrazione: 926 725 939

Località: Oslo

Codice postale: 0164

Suddivisione del paese (NUTS): Oslo (NO081)

Paese: Norvegia

Ruoli di questa organizzazione:

Organizzazione competente per i ricorsi

Organizzazione di mediazione

Informazioni sull'avviso

Identificativo/versione dell'avviso: 396e7c2d-c296-44cf-b981-0c10631f3a67 - 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: 30/06/2026 14:52:30 (UTC+00:00) ora dell'Europa occidentale, GMT

Data di trasmissione da parte dell'eSender dell'avviso o bando: 30/06/2026 16:53:21 (UTC+00:00) ora dell'Europa occidentale, GMT

Lingue in cui il presente avviso è ufficialmente disponibile: inglese

Numero di pubblicazione dell'avviso: 455374-2026

Numero dell'edizione della GU S: 125/2026

Data di pubblicazione: 02/07/2026