

623705-2026 - Gara

Norvegia – Servizi informatici: consulenza, sviluppo di software, Internet e supporto – Digital system for registering cleaning and deviations.

OJ S 175/2026 10/09/2026

Bando di gara o di concessione – regime ordinario

Servizi

1. Committente

1.1. Committente

Nome ufficiale: Troms Fylkeskommune

E-mail: postmottak@tromsfylke.no

Forma giuridica del committente: Organismo di diritto pubblico controllato da un'autorità regionale

Attività dell'amministrazione aggiudicatrice: Servizi generali delle amministrazioni pubbliche

2. Procedura

2.1. Procedura

Titolo: Digital system for registering cleaning and deviations.

Descrizione: Background Troms County (TFK) manages buildings of 218,000 m², comprising i. a. schools, sports facilities, dental clinics, workplaces and other county buildings. The cleaning services are carried out by approx. 130 cleaners organised by teams, with a focus on flexible work forms, efficient use of resources and quality in the service delivery. The County municipality needs a more uniform, digital and documentable follow-up of cleaning across buildings, rooms and areas. The current systems do not provide sufficient support for registration and follow-up of work performed, deviations and quality measurements. Therefore there is a need for a system that makes it easy for cleaners to register work and register conditions that affect cleaning, for example rooms that cannot be cleaned, deviations or a lack of periodic cleaning. At the same time, the county needs a better overview and management information. Managers should be able to follow the status per building, area and room, identify areas that have not been cleaned and get a better basis for planning capacity, resource use and absence management. The cleaning quality shall be measured and documented in accordance with NS-INSTA 800. TFK would like systems that provide good support for quality follow-up, reporting and analysis, which contribute to increased user friendliness, better decision making and more efficient operation. The procurement is being made to establish a future orientated digital system that provides a better overview, more uniform practice, better documentation and more efficient management of deviations, quality follow-up and resource planning. Description of the assignment The assignment includes the delivery, establishment, operation and support of a digital cleaning system for Troms County. The system shall provide an overview of cleaning per building, room and area and it can be used by cleaners, substitutes, managers, administrators and operations managers where the work is carried out. The system shall support planning, implementation, documentation and follow-up of the cleaning services. The system shall, among other things: Give easy registration of completed cleaning, status and deviations. Support registration and follow-up of periodic cleaning. Give an overview of rooms and areas that have not been cleaned or where deviations are registered. Support quality measurements and documentation in accordance with NS-INSTA 800. Offer reports and management information that supports follow-up, documentation,

analysis and resource planning. Support both short term and long term planning of assignments and resources. Be able to integrate with existing and future MOM systems, as well as facilitate future integrations with other support systems, including possibilities for future use of sensor technology, such as dispensers, waste handling, machines and robots. The delivery shall include the necessary establishment and configuration of the building and room structure, user roles and access management, as well as training, user support and administrative assistance in connection with the introduction and use of the system. TFK would like a user friendly and visually oriented system that facilitates efficient operation, good quality control and future development of the cleaning services. Further requirements for functionality, technical conditions, security, privacy, integrations and service level are stated in the requirement specification.

Identificativo della procedura: b4f9ad93-e6cc-458d-98d0-39e9fe9b8c9a

Identificativo interno: cmogwmc8d000g04i912m76he4

Tipo di procedura: Aperta

La procedura è accelerata: no

Caratteristiche principali della procedura: All interested suppliers can submit tender offers through Hyrr. The competition does not have a prequalification phase. The tenders will be evaluated directly, and dialogues or negotiations will not be allowed beyond minor clarifications and corrections of the tenders. Tenderers are strongly encouraged to follow the instructions given in this tender documentation with annexes and possibly ask questions about uncertainties in the communication module in Hyrr.

2.1.1. Finalità

Natura dell'appalto: Servizi

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

Classificazione aggiuntiva (cpv): 80590000 Servizi di tutorato, 72227000 Servizi di consulenza di integrazione software, 72260000 Servizi connessi al software, 72222300 Servizi di tecnologia dell'informazione, 72250000 Servizi di manutenzione di sistemi e di assistenza, 72220000 Servizi di consulenza in sistemi informatici e assistenza tecnica, 72310000 Servizi di trattamento dati, 72253000 Servizi di assistenza informatica e di supporto, 72212421 Servizi di programmazione di software di gestione di installazioni, 72222000 Servizi di revisione strategica e programmazione di sistemi o tecnologie dell'informazione, 72300000 Servizi di elaborazione dati, 72212000 Servizi di programmazione di software applicativi, 72200000 Programmazione di software e servizi di consulenza, 72212400 Servizi di programmazione di software per transazioni commerciali e personali

2.1.2. Luogo di esecuzione

Indirizzo postale: Postboks 6600

Località: Tromsø

Codice postale: 9296

Suddivisione del paese (NUTS): Troms/Romsa/Tromssa (NO072)

Paese: Norvegia

Informazioni supplementari: Norway

2.1.4. Informazioni generali

Base giuridica:

Direttiva 2014/24/UE

Anskaffelsesforskriften -

2.1.6. Motivi di esclusione

5. Lotto

5.1. Lotto: LOT-0001

Titolo: Digital system for registering cleaning and deviations.

Descrizione: Background Troms County (TFK) manages buildings of 218,000 m², comprising i. a. schools, sports facilities, dental clinics, workplaces and other county buildings. The cleaning services are carried out by approx. 130 cleaners organised by teams, with a focus on flexible work forms, efficient use of resources and quality in the service delivery. The County municipality needs a more uniform, digital and documentable follow-up of cleaning across buildings, rooms and areas. The current systems do not provide sufficient support for registration and follow-up of work performed, deviations and quality measurements. Therefore there is a need for a system that makes it easy for cleaners to register work and register conditions that affect cleaning, for example rooms that cannot be cleaned, deviations or a lack of periodic cleaning. At the same time, the county needs a better overview and management information. Managers should be able to follow the status per building, area and room, identify areas that have not been cleaned and get a better basis for planning capacity, resource use and absence management. The cleaning quality shall be measured and documented in accordance with NS-INSTA 800. TFK would like systems that provide good support for quality follow-up, reporting and analysis, which contribute to increased user friendliness, better decision making and more efficient operation. The procurement is being made to establish a future orientated digital system that provides a better overview, more uniform practice, better documentation and more efficient management of deviations, quality follow-up and resource planning. Description of the assignment The assignment includes the delivery, establishment, operation and support of a digital cleaning system for Troms County. The system shall provide an overview of cleaning per building, room and area and it can be used by cleaners, substitutes, managers, administrators and operations managers where the work is carried out. The system shall support planning, implementation, documentation and follow-up of the cleaning services. The system shall, among other things: Give easy registration of completed cleaning, status and deviations. Support registration and follow-up of periodic cleaning. Give an overview of rooms and areas that have not been cleaned or where deviations are registered. Support quality measurements and documentation in accordance with NS-INSTA 800. Offer reports and management information that supports follow-up, documentation, analysis and resource planning. Support both short term and long term planning of assignments and resources. Be able to integrate with existing and future MOM systems, as well as facilitate future integrations with other support systems, including possibilities for future use of sensor technology, such as dispensers, waste handling, machines and robots. The delivery shall include the necessary establishment and configuration of the building and room structure, user roles and access management, as well as training, user support and administrative assistance in connection with the introduction and use of the system. TFK would like a user friendly and visually oriented system that facilitates efficient operation, good quality control and future development of the cleaning services. Further requirements for functionality, technical conditions, security, privacy, integrations and service level are stated in the requirement specification.

Identificativo interno: cmogwmc9w000j04i9kjtiv1oe

5.1.1. Finalità

Natura dell'appalto: Servizi

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

Classificazione aggiuntiva (cpv): 80590000 Servizi di tutorato, 72227000 Servizi di consulenza di integrazione software, 72260000 Servizi connessi al software, 72222300 Servizi di tecnologia dell'informazione, 72250000 Servizi di manutenzione di sistemi e di assistenza, 72220000 Servizi di consulenza in sistemi informatici e assistenza tecnica, 72310000 Servizi di trattamento dati, 72253000 Servizi di assistenza informatica e di supporto, 72212421 Servizi di programmazione di software di gestione di installazioni, 72222000 Servizi di revisione strategica e programmazione di sistemi o tecnologie dell'informazione, 72300000 Servizi di elaborazione dati, 72212000 Servizi di programmazione di software applicativi, 72200000 Programmazione di software e servizi di consulenza, 72212400 Servizi di programmazione di software per transazioni commerciali e personali

Opzioni:

Descrizione delle opzioni: The initial contract period is 3 years to ensure stable operation, training and implementation of the system. Thereafter, the contractual relationship continues indefinitely to safeguard the need for continuity, at the same time that both parties have access to terminate the agreement through ordinary termination.

5.1.2. Luogo di esecuzione

Indirizzo postale: Postboks 6600

Località: Tromsø

Codice postale: 9296

Suddivisione del paese (NUTS): Troms/Romsa/Tromssa (NO072)

Paese: Norvegia

Informazioni supplementari: Norway

5.1.3. Durata stimata

Data di inizio: 01/11/2026

Data di fine durata: 31/10/2029

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

5.1.10. Criteri di aggiudicazione

Criterio:

Tipo: Prezzo

Nome: Price

Descrizione: The price form will be assessed under this criteria.

Categoria del criterio di aggiudicazione peso: Ponderazione (percentuale, valore centrale dell'intervallo)

Criterio di aggiudicazione: numero: 15

Criterio:

Tipo: Qualità

Nome: Quality

Descrizione: The tenderer's response to requirement 2.8. See the evaluation form that is attached requirements under this criteria.

Categoria del criterio di aggiudicazione peso: Ponderazione (percentuale, valore centrale dell'intervallo)

Criterio di aggiudicazione: numero: 25

Criterio:

Tipo: Qualità

Nome: Demonstration of system

Descrizione: Requirement 3.5, 3.8, 3.16, 5.3, 10.1 and 10.2 Tenderers shall submit a written response and demonstrate how the requirements are supported in the system, cf. the attached evaluation form. The contracting authority would also like access to the system via a test user for verification of the selected functionality. The assessment is based on: written responses, demonstrated functionality and work processes, experiences from testing with test users. Up to 2 hours will be put aside for demonstrations per tender. Each tenderer will be agreed to a demonstration date. The contracting authority would like execution in week 41.

Categoria del criterio di aggiudicazione peso: Ponderazione (percentuale, valore centrale dell'intervallo)

Criterio di aggiudicazione: numero: 60

Criterio:

Tipo: Qualità

Nome: Climate and environment

Descrizione: The procurement will be covered by the procurement regulations' provisions on a duty to weight climate and environmental considerations of 30%. The procurement regulation § 7-9 intends to have requirements and/or criteria that reduce the procurement's total climate footprint or environmental impact. The new digital system for registering cleaning and deviations will have a climate footprint and it will lead to an impact on the environment, both directly and indirectly by: - Development of server parks/data centres. - Use of energy in server parks/computer centres for both production of data, sending data and to cooling systems. - Handling electronic waste and recycling. - Resource use for data storage and processing power. DFØ has assessed climate intensity and central environmental impacts for procurement categories at a general level (main CPV code) and compiled the assessments in their Climate and Environment Risk list, ref. The climate and environmental risk list | Anskaffelser.no. The list provides for the relevant CPV codes in this procurement: - 48 Software and information systems - 72 Computer services: consultancy, software development, internet and system support. - 79 Business services; law, advertising, consultancy, employment, printing and security. ... that all have a low estimated climate intensity. Low climate intensity means less than 20 tonnes of CO2 equivalents per million kroner. Development of software is a service that normally contains elements that only have a marginal impact on climate and environment, and thus, in its nature, has a climate footprint and an environmental impact that is immaterial. The nature of the procurement is the development of software, where the main service is the tenderer's work efforts. There is no need for/set no requirements for physical travel/travel activity between TFK and the supplier during the contract period. The direct climate footprint as a result of the procurement is therefore expected to be of a modest character. However, if the sub-supplier and software producer chains take into consideration, climate footprint and environmental impact can occur in connection with the operation of data centres. TFK has little knowledge of an objective measure in order to evaluate the operation of a computer centre. We have learned in market mapping that there are not large differences between the tenderers at this point and it is therefore considered not to be suitable to separate the tenderers as an award criteria. The result of the climate and environmental mapping is that the procurement is assessed to have a climate footprint and an environmental impact that is immaterial, cf. the Public Procurement Regulations §7-9 (5). Based on its climate and environment mapping, TFK will use the

exclusion provisions in the Public Procurement Regulations §7-9 fifth paragraph, as the procurement is assessed to have a climate footprint and an environmental impact that is immaterial.

5.1.11. Documenti di gara

Indirizzo dei documenti di gara: <https://hyyr.no/procurement/cmogwmc8d000g04i912m76he4>

5.1.12. Condizioni di appalto

Modalità di presentazione:

Presentazione elettronica delle offerte: Obbligatoria

Indirizzo per la presentazione: <https://hyyr.no/procurement/cmogwmc8d000g04i912m76he4>

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

Catalogo elettronico: Non consentita

Gli offerenti possono presentare più di un'offerta: Non consentita

Termine per il ricevimento delle offerte: 14/10/2026 12:00:00 (UTC+02:00) ora dell'Europa orientale, ora legale dell'Europa centrale

Durata durante la quale l'offerta deve rimanere valida: 90 Giorni

Condizioni contrattuali:

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

Condizioni relative all'esecuzione dell'appalto: See Tender Documents

Fatturazione elettronica: Obbligatoria

Si farà ricorso all'ordinazione elettronica: no

Sarà utilizzato il pagamento elettronico: no

Accordo finanziario: See tender documents

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: NORD-TROMS OG SENJA TINGRETT

Organizzazione alla quale rivolgersi per informazioni complementari sulla procedura di appalto : Troms Fylkeskommune

Organizzazione alla quale rivolgersi per informazioni complementari sulle procedure di ricorso: NORD-TROMS OG SENJA TINGRETT

Organizzazione che riceve le domande di partecipazione: Hyyr AS

8. Organizzazioni

8.1. ORG-0001

Nome ufficiale: NORD-TROMS OG SENJA TINGRETT

Numero di registrazione: 926723022

Indirizzo postale: Postboks 2510 Stakkevollan

Località: TROMSØ

Codice postale: 9270

Suddivisione del paese (NUTS): Troms/Romsa/Tromssa (NO072)

Paese: Norvegia

Referente: NORD-TROMS OG SENJA TINGRETT

Ruoli di questa organizzazione:

Organizzazione competente per i ricorsi

Organizzazione alla quale rivolgersi per informazioni complementari sulle procedure di ricorso

8.1. ORG-0002

Nome ufficiale: Hyyr AS

Numero di registrazione: 924998687

Indirizzo postale: Gaustadalléen 21

Località: Oslo

Codice postale: 0349

Suddivisione del paese (NUTS): Oslo (NO081)

Paese: Norvegia

Referente: Hyyr Support

E-mail: admin@hyyr.no

Telefono: +47 90 63 65 38

Ruoli di questa organizzazione:

Organizzazione che riceve le domande di partecipazione

8.1. ORG-0003

Nome ufficiale: Troms Fylkeskommune

Numero di registrazione: 930068128

Indirizzo postale: Postboks 6600

Località: Tromsø

Codice postale: 9296

Suddivisione del paese (NUTS): Troms/Romsa/Tromssa (NO072)

Paese: Norvegia

Referente: Troms Fylkeskommune

E-mail: postmottak@tromsfylke.no

Telefono: +47 77788000

Ruoli di questa organizzazione:

Committente

Organizzazione alla quale rivolgersi per informazioni complementari sulla procedura di appalto

Informazioni sull'avviso

Identificativo/versione dell'avviso: 7053a8e7-92c7-40e9-b74e-1533ac5507d9 - 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: 09/09/2026 12:49:32 (UTC+02:00) ora dell'Europa orientale, ora legale dell'Europa centrale

Lingue in cui il presente avviso è ufficialmente disponibile: inglese

Numero di pubblicazione dell'avviso: 623705-2026

Numero dell'edizione della GU S: 175/2026

Data di pubblicazione: 10/09/2026