

646367-2026 - Gara

Norvegia – Servizi informatici: consulenza, sviluppo di software, Internet e supporto – 26182

Case handling system

OJ S 182/2026 21/09/2026

Bando di gara o di concessione – regime ordinario

Servizi

1. Committente

1.1. Committente

Nome ufficiale: Innkjøpskontoret AS

E-mail: post@innkjopskontoret.no

Forma giuridica del committente: Ente dotato di diritti speciali o esclusivi

Attività dell'amministrazione aggiudicatrice: Servizi generali delle amministrazioni pubbliche

1.1. Committente

Nome ufficiale: Nordre Follo kommune

E-mail: postmottak@nordrefollo.kommune.no

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

Attività dell'amministrazione aggiudicatrice: Servizi generali delle amministrazioni pubbliche

2. Procedura

2.1. Procedura

Titolo: 26182 Case handling system

Descrizione: The competition is for the delivery of a cloud system for general case handling. The procurement's value is estimated to: above the EEA threshold. The volume is an estimate and is not binding for the contracting authority. See the procurement documents for further information. The contracting authority reserves the right to cancel the competition, i.a. in connection with budgetary coverage. This procurement is considered to have an immaterial impact on climate and the environment, cf. the Public Procurement Act § 5b third paragraph. The justification for this is that the procurement concerns the procurement of a digital system, where the procurement's nature means that the contracting authority has been cut off from affecting climate and environmental impact, as the requirements and criteria targeting these elements will not have sufficient connection to the delivery, cf. DFØ's environment supervisor. The obligation to make requirements for apprentices is considered to apply for this procurement, cf. the Procurement Act § 5h. See the contract for more information.

Identificativo della procedura: f573e48a-f5e8-4e03-b5fc-47f0c8777dc5

Identificativo interno: 6241

Tipo di procedura: Aperta

La procedura è accelerata: no

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

2.1.2. Luogo di esecuzione

Suddivisione del paese (NUTS): Akershus (NO084)

Paese: Norvegia

2.1.4. Informazioni generali

Base giuridica:

Direttiva 2014/24/UE

2.1.6. Motivi di esclusione

Fonti dei motivi di esclusione: Avviso

Situazione analoga al fallimento ai sensi della normativa nazionale: 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 in such a situation is obligatory in accordance with the current national law with no exceptions, when the tenderer is still able to carry out the contract.

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 in such a situation is obligatory in accordance with the current national law with no exceptions, when the tenderer is still able to carry out the contract.

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.

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 in such a situation is obligatory in accordance with the current national law with no exceptions, when the tenderer is still able to carry out the contract.

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).

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?

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.

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).

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).

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).

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 in such a situation is obligatory in accordance with the current national law with no exceptions, when the tenderer is still able to carry out the contract.

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.

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 in such a situation is obligatory in accordance with the current national law with no exceptions, when the tenderer is still able to carry out the contract.

False dichiarazioni, omessa informazione, incapacità di fornire i documenti richiesti o acquisizione di informazioni confidenziali in merito alla procedura in questione: Has the tenderer: a) given grossly incorrect information with the notification of the information required to verify that there is no basis for rejection, or of the qualification requirements being fulfilled, b) failed to provide such information, c) made reservations immediately to present the supporting documents requested by the contracting authority, or d) improperly affected 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: Is the tenderer 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?

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.

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 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.

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?

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 in such a situation is obligatory in accordance with the current national law with no exceptions, when the tenderer is still able to carry out the contract.

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

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, of 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.

Infrazione legata alla condotta professionale nell'ambito degli appalti della difesa: 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, have been legally convicted of offences regarding professional behaviour in defence procurements?

Mancanza dell'affidabilità necessaria a escludere i rischi per la sicurezza del paese: Is the tenderer assessed to lack the reliability necessary to exclude the risk of national security?

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.

5. Lotto

5.1. Lotto: LOT-0001

Titolo: 26182 Case handling system

Descrizione: The competition is for the delivery of a cloud system for general case handling. The procurement's value is estimated to: above the EEA threshold. The volume is an estimate and is not binding for the contracting authority. See the procurement documents for further information. The contracting authority reserves the right to cancel the competition, i.a. in connection with budgetary coverage. This procurement is considered to have an immaterial impact on climate and the environment, cf. the Public Procurement Act § 5b third paragraph. The justification for this is that the procurement concerns the procurement of a digital system, where the procurement's nature means that the contracting authority has been cut off from affecting climate and environmental impact, as the requirements and criteria targeting these elements will not have sufficient connection to the delivery, cf. DFØ's environment supervisor. The obligation to make requirements for apprentices is considered to apply for this procurement, cf. the Procurement Act § 5h. See the contract for more information.
Identificativo interno: 8163

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

5.1.2. Luogo di esecuzione

Suddivisione del paese (NUTS): Akershus (NO084)

Paese: Norvegia

5.1.3. Durata stimata

Data di inizio: 14/11/2026

Durata: altro: Illimitato

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

5.1.7. Appalto strategico

Obiettivo dell'appalto strategico: Acquisto innovativo

Descrizione: Innovation

Appalti per l'innovazione: I lavori, le forniture o i servizi oggetto dell'appalto comportano un'innovazione di processo., I lavori, le forniture o i servizi oggetto dell'appalto sono nuovi o sensibilmente migliorati rispetto ad altri lavori, forniture o servizi già presenti sul mercato.

5.1.9. Criteri di selezione

Fonti dei criteri di selezione: Avviso

Criterio: Altri requisiti economici o finanziari

Descrizione del criterio di selezione: Tenderers shall have their tax and VAT payments in order. Documentation requirements: Certificate for tax and VAT that documents compliance with tax and duty conditions. Norwegian tenderers: The certificate can be ordered from the

altinn.no (RF-1507). Foreign tenderers: Certificate issued by the competent authority of the member country, confirming that the tenderer has met the obligations in relation to the payment of VAT, taxes and social security contributions in the country where the tenderer /contractor belongs. Note: The certificate shall not be older than 4 months from the tender deadline. The limit of four months is set to ensure that the certificate is valid at the time of award, cf. the Procurement Act § 5I, which states that the certificate shall not be older than 6 months calculated from the time of award. According to the regulations §17-1(4), the Contracting Authority does not have the opportunity to request the certificate if it has already been received. If you have submitted a tax certificate to the contracting authority and it is still valid at the time of the tender submission for this competition, you will not be required to present a certificate now. If so, state when you have previously submitted the certificate and to whom. You can, however, enclose the certificate voluntarily if you want.

Criterio: Altri requisiti economici o finanziari

Descrizione del criterio di selezione: Requirements regarding the tenderer's economic and financial position: The economic capacity to fulfil this contract is required. **Documentation requirements:** The contracting authority will assess finances through the company and accounting information system Proff Forvalt (www.forvalt.no). The contracting authority reserves the right to obtain supplementary information about the tenderer's finances. Any need for support from other companies to fulfil this qualification requirement. If the tenderer is dependent on other companies to fulfil this qualification requirement, please provide an account below. The contracting authority will, in such cases, also assess the finances of the support business in the same way. If so, the contracting authority reserves the right to obtain supplementary information, commitment statements, bank guarantees etc.

5.1.10. Criteri di aggiudicazione

Criterio:

Tipo: Prezzo

Descrizione: Prices and costs

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

Criterio di aggiudicazione: numero: 25

Criterio:

Tipo: Qualità

Descrizione: Solution proposals, functionality and user friendliness.

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

Criterio di aggiudicazione: numero: 55

Criterio:

Tipo: Qualità

Descrizione: Implementation

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

Criterio di aggiudicazione: numero: 15

Criterio:

Tipo: Qualità

Descrizione: Service and Assignment Specific Competence

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

Criterio di aggiudicazione: numero: 5

Criterio:

Tipo: Qualità

Descrizione: This procurement is considered to have an immaterial impact on climate and the environment, cf. the Public Procurement Act § 5b third paragraph. The justification for this is

that the procurement concerns the procurement of a cloud system for general case handling, where the nature of the procurement means that the contracting authority has been cut off from affecting climate and environmental impact, as the requirements and criteria targeting these elements will not have sufficient connection to the delivery, c.f. DFØ's environment supervisor.

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

Criterio di aggiudicazione: numero: 0

5.1.11. Documenti di gara

L'accesso a determinati documenti di gara è limitato

Le informazioni sui documenti riservati sono disponibili all'indirizzo seguente: <https://app.artifik.no/procurements/6241>

Canale di comunicazione ad hoc:

Nome: e-Tendering

5.1.12. Condizioni di appalto

Modalità di presentazione:

Presentazione elettronica delle offerte: Obbligatoria

Indirizzo per la presentazione: <https://app.artifik.no/procurements/6241>

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

Catalogo elettronico: Non consentita

Termine per il ricevimento delle offerte: 27/10/2026 11:00:00 (UTC+00:00) ora dell'Europa occidentale, GMT

Durata durante la quale l'offerta deve rimanere valida: 71 Giorni

Condizioni contrattuali:

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

Condizioni relative all'esecuzione dell'appalto: N/A

Fatturazione elettronica: Obbligatoria

Si farà ricorso all'ordinazione elettronica: sì

Sarà utilizzato il pagamento elettronico: sì

Accordo finanziario: N/A

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: Vestfold tingrett

Organizzazione alla quale rivolgersi per informazioni complementari sulla procedura di appalto : Innkjøpskontoret AS

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

Organizzazione che riceve le domande di partecipazione: Artifik AS

8. Organizzazioni

8.1. ORG-0001

Nome ufficiale: Innkjøpskontoret AS

Numero di registrazione: 912467198

Indirizzo postale: Nygata 2
Località: HORTEN
Codice postale: 3189
Suddivisione del paese (NUTS): Vestfold (NO093)
Paese: Norvegia
Referente: Arne Hvidsten
E-mail: post@innkjopskontoret.no
Telefono: +47 99721995
Indirizzo internet: <https://www.innkjopskontoret.no>
Profilo del committente: <https://www.innkjopskontoret.no>

Ruoli di questa organizzazione:

Committente

Organizzazione alla quale rivolgersi per informazioni complementari sulla procedura di appalto

Organizzazione alla quale rivolgersi per informazioni complementari sulle procedure di ricorso

8.1. ORG-0002

Nome ufficiale: Nordre Follo kommune
Numero di registrazione: 922092648
Indirizzo postale: Postboks 3010
Località: Ski
Codice postale: 1402
Suddivisione del paese (NUTS): Akershus (NO084)
Paese: Norvegia
E-mail: postmottak@nordrefollo.kommune.no
Telefono: +47 02178
Indirizzo internet: <https://www.nordrefollo.kommune.no/>
Profilo del committente: <https://www.nordrefollo.kommune.no/>

Ruoli di questa organizzazione:

Committente

8.1. ORG-0003

Nome ufficiale: Vestfold tingrett
Numero di registrazione: 926723618
Indirizzo postale: Postboks 2013
Località: Tønsberg
Codice postale: 3103
Suddivisione del paese (NUTS): Vestfold (NO093)
Paese: Norvegia
E-mail: vestfold.tingrett@domstol.no
Telefono: +47 33206700
Indirizzo internet: <https://www.domstol.no/no/domstoler/tingrett/vestfold-tingrett/>

Ruoli di questa organizzazione:

Organizzazione competente per i ricorsi

8.1. ORG-0004

Nome ufficiale: Artifik AS
Numero di registrazione: 925364967
Indirizzo postale: Stortingsgata 12
Località: Oslo
Codice postale: 0161
Suddivisione del paese (NUTS): Oslo (NO081)

Paese: Norvegia

E-mail: support@artifik.no

Indirizzo internet: <https://artifik.no>

Ruoli di questa organizzazione:

Prestatore di servizi in materia di appalti

Organizzazione che riceve le domande di partecipazione

Informazioni sull'avviso

Identificativo/versione dell'avviso: 6c830e6b-10b5-431c-99c3-989c25a2ca2d - 01

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