

594621-2026 - Konkurss

**Norvēģija – Ceļojumu aģentūru, ceļojuma vadītāju un tūristu palīdzības pakalpojumi –
Procurement of tourism services for Trondheim towards 2030.**

OJ S 166/2026 28/08/2026

**Paziņojums par līgumu vai paziņojums par koncesiju — standarta režīms
Pakalpojumi**

1. Pircējs

1.1. Pircējs

Oficiālais nosaukums: Trondheim kommune

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

Pircēja juridiskais statuss: Publisko tiesību subjekts, ko kontrolē vietējās pārvaldes iestāde
Līgumslēdzējas iestādes darbības joma: Vispārēji sabiedriskie pakalpojumi

2. Procedūra

2.1. Procedūra

Nosaukums: Procurement of tourism services for Trondheim towards 2030.

Apraksts: 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.

Procedūras identifikators: 5ad2e19d-9605-4ad5-a45f-dc8fa4ec16d2

Iekšējais identifikators: 2026/30027

Procedūras veids: Atklāta

Procedūra ir pārtrūnāta: nē

Procedūras galvenās iezīmes: 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. Mērķis

Līguma veids: Pakalpojumi

Galvenā klasifikācija (cpv): 63500000 Ceļojumu aģentūru, ceļojuma vadītāju un tūristu palīdzības pakalpojumi

Papildu klasifikācija (cpv): 55100000 Viesnīcu pakalpojumi, 92500000 Bibliotēku, arhīvu, muzeju un citi kultūras pakalpojumi, 98300000 Dažādi pakalpojumi

2.1.2. Izpildes vieta

Pasta adrese: Erling skakkes gt.

Pilsēta: Torgarden

Pasta indekss: 7004

Valsts apakšiedalījums (NUTS): Trøndelag/Tröndelage (NO060)

Valsts: Norvēģija

2.1.4. Vispārīga informācija

Juridiskais pamats:

Direktīva 2014/24/ES

Anskaffelsesforskriften - Procurement regulations and procurement regulations.

2.1.6. Izslēgšanas iemesli

Izslēgšanas iemeslu avoti: Eiropas vienotais iepirkuma procedūras dokuments (ESPD)

5. Daļa

5.1. Daļa: LOT-0000

Nosaukums: Procurement of tourism services for Trondheim towards 2030.

Apraksts: 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.

Iekšējais identifikators: 2026/30027

5.1.1. Mērķis

Līguma veids: Pakalpojumi

Galvenā klasifikācija (cpv): 63500000 Ceļojumu aģentūru, ceļojuma vadītāju un tūristu palīdzības pakalpojumi

Papildu klasifikācija (cpv): 55100000 Viesnīcu pakalpojumi, 92500000 Bibliotēku, arhīvu, muzeju un citi kultūras pakalpojumi, 98300000 Dažādi pakalpojumi

5.1.2. Izpildes vieta

Pasta adrese: Erling skakkes gt.

Pilsēta: Torgarden

Pasta indekss: 7004

Valsts apakšiedalījums (NUTS): Trøndelag/Tröndelage (NO060)

Valsts: Norvēģija

5.1.3. Paredzamais ilgums

Sākuma datums: 31/12/2026

Ilguma beigu datums: 31/12/2036

5.1.4. Pārjaunojums

Maksimālais pārjaunojumu skaits: 6

Cita informācija par pārjaunojumiem: 4+1+1+1+1+1+1

5.1.6. Vispārīga informācija

Rezervēta dalība:

Dalība nav rezervēta.

Iepirkuma projekts, kas netiek finansēts no ES fondiem

Uz iepirkumu attiecas Nolīgums par valsts iepirkumu: nē

Šis iepirkums ir piemērots arī maziem un vidējiem uzņēmumiem (MVU): jā

5.1.7. Stratēģiskais iepirkums

Iepirkums ietilpst Eiropas Parlamenta un Padomes Direktīvas 2009/33/EK ("Tīro transportlīdzekļu direktīvas" – TTD) darbības jomā

TTD juridiskais pamats, lai noteiktu, kāds ir piemērojamais iepirkuma procedūras veids:

Pasažieru autopārvadājumu pakalpojumi

5.1.9. Atlases kritēriji

Atlases kritēriju avoti: Paziņojums, Eiropas vienotais iepirkuma procedūras dokuments (ESPD)

Kritērijs: Reģistrācija tirdzniecības reģistrā

Atlases kritērija apraksts: 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.

Kritērijs: Citi ekonomiski vai finansiāli prasījumi

Atlases kritērija apraksts: 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.

Kritērijs: Pasākumi kvalitātes nodrošināšanai

Atlases kritērija apraksts: 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.

Kritērijs: Piegādes ķēdes pārvaldība

Atlases kritērija apraksts: 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.

Kritērijs: Vides pārvaldības pasākumi

Atlases kritērija apraksts: 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. Piešķiršanas kritēriji

Kritērijs:

Veids: Kvalitāte

Nosaukums: Quality and assignment comprehension

Apraksts: 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 piešķiršanas kritērija svārs: Svārs (precīza procentuālā attiecība)

Piešķiršanas kritērija skaitlis: 50

Kritērijs:

Veids: Kvalitāte

Nosaukums: Environment

Apraksts: 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 piešķiršanas kritērija svārs: Svārs (precīza procentuālā attiecība)

Piešķiršanas kritērija skaitlis: 30

Kritērijs:

Veids: Cena

Nosaukums: Price

Apraksts: 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 piešķiršanas kritērija svārs: Svārs (precīza procentuālā attiecība)

Piešķiršanas kritērija skaitlis: 20

5.1.11. Iepirkuma dokumenti

Valodas, kurās ir oficiāli pieejami iepirkuma dokumenti: norvēģu valoda

Terminš papildu informācijas pieprasīšanai: 25/09/2026 10:00:00 (UTC+00:00) Rietumeiropas laiks

Adrese, kur pieejami iepirkuma dokumenti: <https://permalink.mercell.com/289742088.aspx>

5.1.12. Iepirkuma noteikumi

Iesniegšanas noteikumi:

Elektroniskā iesniegšana: Prasīts

Iesniegšanas adrese: <https://permalink.mercell.com/289742088.aspx>

Valodas, kurās var iesniegt piedāvājumus vai dalības pieprasījumus: norvēģu valoda

Elektroniskais katalogs: Nav atļauts

Varianti: Nav atļauts

Pretendenti var iesniegt vairākus piedāvājumus: Nav atļauts

Piedāvājumu saņemšanas termiņš: 02/10/2026 10:00:00 (UTC+00:00) Rietumeiropas laiks

Laiks, kurā piedāvājumam jā saglabājas derīgam: 6 Mēneši

Informācija, ko var papildināt pēc iesniegšanas termiņa beigām:

Nekādus dokumentus vēlāk iesniegt nevar.

Informācija par publisko atvēršanu:

Atvēršanas datums: 02/10/2026 10:00:00 (UTC+00:00) Rietumeiropas laiks

Līguma noteikumi:

Līguma izpilde jāveic saskaņā ar aizsargātas nodarbinātības programmām: Nē

Tiek prasīts informācijas neizpaušanas līgums: nē

Elektroniskie rēķini: Prasīts

Tiks izmantoti elektroniskie pasūtījumi: nē

Tiks izmantoti elektroniskie maksājumi: jā

5.1.15. Paņēmieni

Pamat nolīgums:

Nav pamat nolīguma

Informācija par dinamisko iepirkumu sistēmu:

Nav dinamiskās iepirkumu sistēmas

5.1.16. Papildu informācija, mediācija un pārskatīšana

Starpniecības jeb mediācijas organizācija: Trøndelag tingrett

Pārskatīšanas organizācija: Trøndelag tingrett

Informācija par pārskatīšanas termiņiem: Ten Days

Organizācija, kas sniedz sīkāku informāciju par pārskatīšanas procedūru: Trøndelag tingrett

Organizācija, kas saņem dalības pieprasījumus: Trondheim kommune

Organizācija, kas apstrādā piedāvājumus: Trondheim kommune

8. Organizācijas

8.1. ORG-0001

Oficiālais nosaukums: Trondheim kommune

Reģistrācijas numurs: 942110464

Pasta adrese: Erling Skakkes gate 14

Pilsēta: TRONDHEIM

Pasta indekss: 7004

Valsts apakšiedalījums (NUTS): Trøndelag/Tröndelage (NO060)

Valsts: Norvēģija

Kontaktpunkts: Roar Næss

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

Tālrunis: +47 72540000

Interneta adrese: <https://www.trondheim.kommune.no>

Šīs organizācijas lomas:

Pircējs

Organizācija, kas saņem dalības pieprasījumus

Organizācija, kas apstrādā piedāvājumus

8.1. ORG-0002

Oficiālais nosaukums: Trøndelag tingrett

Reģistrācijas numurs: 926722794

Pasta adrese: www.trondheim.kommune.no

Pilsēta: TRONDHEIM

Pasta indekss: 7004

Valsts apakšiedalījums (NUTS): Trøndelag/Tröndelage (NO060)

Valsts: Norvēģija

E-pasts: trondelag.tingrett@domstol.no

Tālrunis: 73542400

Šīs organizācijas lomas:

Pārskatīšanas organizācija

Organizācija, kas sniedz sīkāku informāciju par pārskatīšanas procedūru

Starpniecības jeb mediācijas organizācija

Informācija par paziņojumu

Paziņojuma identifikators/versija: e3782211-bca1-474a-aa3a-53fe7f1c6abd - 01

Veidlapas tips: Konkurss

Paziņojuma veids: Paziņojums par līgumu vai paziņojums par koncesiju — standarta režīms

Paziņojuma apakšveids: 16

Paziņojuma nosūtīšanas datums: 26/08/2026 05:29:30 (UTC+00:00) Rietumeiropas laiks

Paziņojuma nosūtīšanas datums (e- sūtītājs): 26/08/2026 06:43:33 (UTC+00:00)

Rietumeiropas laiks

Valodas, kurās oficiāli pieejams šis paziņojums: angļu valoda

Paziņojuma publikācijas numurs: 594621-2026

OV S sērijas izdevuma numurs: 166/2026

Publicēšanas datums: 28/08/2026