

343841-2026 - Kompetizzjoni

In-Norveġja – Servizi ta' IT: konsulenza, żvilupp ta' softwer, Internet u appoġġ – ESM platform with a system for user enquiries - Stage 1 - Qualification

OJ S 96/2026 20/05/2026

Avviż tal-kuntratt jew tal-konċessjoni – reġim standard

Servizzi

1. Xerrej

1.1. Xerrej

Isem uffiċjali: Stortinget

Email: innkjop.postmottak@stortinget.no

Tip legali tax-xerrej: Impriża pubblika

Attività tal-awtorità kontraenti: Servizi publiċi ġenerali

2. Proċedura

2.1. Proċedura

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

Deskrizzjoni: 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

Identifikatur tal-proċedura: ef0e33d8-fa8b-42fb-a506-463926cc7e16

Identifikatur intern: 2025/8901

Tip ta' proċedura: Innegojzjata bil-pubblikazzjoni minn qabel ta' sejha għall-kompetizzjoni/għall-kompetizzjoni bin-negojzar

Il-proċedura hija aċċellerata: Ie

Elementi prinċipali tal-proċedura: ESM platform with a system for user enquiries.

2.1.1. Għan

Natura tal-kuntratt: Servizi

Klassifikazzjoni prinċipali (cpv): 72000000 Servizi ta' IT: konsulenza, żvilupp ta' softwer, Internet u appoġġ

Klassifikazzjoni addizzjonali (cpv): 48000000 Pakketti tas-softwer u sistemi ta' informazzjoni, 48517000 Pakkett ta' softwer għall-IT, 72200000 Servizi ta' konsulenza dwar il-programmizzar tas-software, 72260000 Servizi relatati mas-software

2.1.2. Post tal-prestazzjoni

Sottodivizjoni tal-pajjiż (NUTS): Oslo (NO081)

Pajjiż: In-Norveġja

2.1.4. Informazzjoni ġenerali

Baži legali:

Direttiva 2014/24/UE

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. Raġunijiet għall-eskluzjoni

Sors tal-motivi għall-eżklussjoni: Dokument Uniku Ewropew tal-Akkwist (DUEA)

5. Lott

5.1. Lott: LOT-0000

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

Deskrizzjoni: 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 scalable 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

Identifikatur intern: 2025/8901

5.1.1. Għan

Natura tal-kuntratt: Servizi

Klassifikazzjoni prinċipali (cpv): 72000000 Servizi ta' IT: konsulenza, żvilupp ta' softwer, Internet u appoġġ

Klassifikazzjoni addizzjonali (cpv): 48000000 Pakketti tas-software u sistemi ta' informazzjoni, 48517000 Pakketti ta' software għall-IT, 72200000 Servizi ta' konsulenza dwar il-programmazzjar tas-software, 72260000 Servizi relatati mas-software

5.1.2. Post tal-prestazzjoni

Sottodivizjoni tal-pajjiż (NUTS): Oslo (NO081)

Pajjiż: In-Norveġja

5.1.3. Tul ta' żmien stmat

Data tal-bidu: 30/10/2026

Data tat-tmiem tad-durata: 31/10/2036

5.1.6. Informazzjoni ġenerali

Parteċipazzjoni riżervata:

Il-parteċipazzjoni mhijiex riżervata.

Proġett ta' akkwist mhux iffinanzjat mill-Fondi tal-UE

L-akkwist huwa kopert mill-Ftehim dwar l-Akkwisti Pubbliċi (GPA): iva

5.1.9. Kriterji tal-għażla

Sors tal-kriterji ta' għażla: Dokument Uniku Ewropew tal-Akkwist (DUEA)

Informazzjoni dwar it-tieni stadju ta' proċedura b'żewġ stadji:

Numru minimu ta' kandidati li għandhom jiġu mistiedna għat-tieni stadju tal-proċedura: 3

Numru massimu ta' kandidati li għandhom jiġu mistiedna għat-tieni stadju tal-proċedura: 4

Il-proċedura se ssir fi stadji suċċessivi. F'kull stadju, xi parteċipanti jistgħu jiġu eliminati li-xerrej jirriżerva d-dritt li jagħti l-kuntratt abbażi tal-offerti inizjali mingħajr negozjar ulterjuri

5.1.11. Dokumenti tal-akkwist

Lingwi li bihom id-dokumenti tal-akkwist huma disponibbli uffiċjalment: Norveġiż

Indirizz tad-dokumenti tal-akkwist: <https://permalink.mercell.com/281577992.aspx>

5.1.12. Termini tal-akkwist

Termini tas-sottomissjoni:

Sottomissjoni elettronika: Meħtieġa

Indirizz għas-sottomissjoni: <https://permalink.mercell.com/281577992.aspx>

Lingwi li bihom jistgħu jiġu sottomessi offerti jew talbiet għall-partekipazzjoni: Norveġiż

Katalogu elettroniku: Mhux permessa

Huma meħtieġa firma jew sigill elettroniku avanzat jew kwalifikat (kif definit fir-Regolament (UE) Nru 910/2014)

Varjanti: Mhux permessa

Skadenza biex jintlaqgħu t-talbiet għall-partekipazzjoni: 22/06/2026 10:00:00 (UTC+00:00) Ħin tal-Ewropa tal-Punent, GMT

Termini tal-kuntratt:

L-eżekuzzjoni tal-kuntratt għandha titwettaq fil-qafas ta' programmi ta' impjiegi protetti: Le

Fatturazzjoni elettronika: Meħtieġa

Se tintuża l-ordni elettronika: iva

Se jintuża l-pagament elettroniku: iva

5.1.15. Tekniki

Ftehim qafas:

Ebda ftehim ta' qafas

Informazzjoni dwar is-sistema dinamika tax-xiri:

Ebda sistema dinamika ta' xiri

5.1.16. Aktar informazzjoni, medjazzjoni u rieżami

Organizzazzjoni tar-rieżami: Oslo tingrett

Informazzjoni dwar l-iskadenzi tar-rieżami: See the tender documentation and loa/FOA

Organizzazzjoni li tipprovdi iktar informazzjoni dwar proċeduri tar-rieżami: Oslo tingrett

8. Organizzazzjonijiet

8.1. ORG-0001

Isem uffiċjali: Stortinget

Numru tar-registrazzjoni: 971524960

Indirizz postali: Karl Johans gate 22

Belt: OSLO

Kodiċi postali: 0026

Sottodivizjoni tal-pajjiż (NUTS): Oslo (NO081)

Pajjiż: In-Norveġja

Punt ta' kuntatt: Seksjon for innkjøp

Email: innkjop.postmottak@stortinget.no

Telefown: 23313050

Indirizz tal-internet: <http://www.stortinget.no/>

Rwoli ta' din l-organizzazzjoni:

Xerrej

8.1. ORG-0002

Isem uffiċjali: Oslo tingrett

Numru tar-reġistrazzjoni: 926725939

Belt: oslo

Kodiċi postali: 0026

Sottodivizjoni tal-pajjiż (NUTS): Oslo (NO081)

Pajjiż: In-Norveġja

Rwoli ta' din l-organizzazzjoni:

Organizzazzjoni tar-rieżami

Organizzazzjoni li tipprovdi iktar informazzjoni dwar proċeduri tar-rieżami

Informazzjoni dwar l-avviż

Identifikatur/verżjoni tal-avviż: 50e2f495-3db8-4fd2-aeb6-71f6ebf011f1 - 01

Tip ta' formola: Kompetizzjoni

Tip ta' avviż: Avviż tal-kuntratt jew tal-konċessjoni – reġim standard

Sottotip tal-avviż: 16

Data ta' meta ntbagħat l-avviż: 18/05/2026 12:28:54 (UTC+00:00) Ħin tal-Ewropa tal-Punent, GMT

Data tad-dispaċċ tal-avviż (eSender): 18/05/2026 13:49:26 (UTC+00:00) Ħin tal-Ewropa tal-Punent, GMT

Lingwi li bihom dan l-avviż huwa disponibbli uffiċjalment: Ingliż

Numru tal-pubblikazzjoni tal-avviż: 343841-2026

Numru tal-ħarġa tal-ĠU S: 96/2026

Data tal-pubblikazzjoni: 20/05/2026