

610825-2026 - Mededinging

Noorwegen – IT-diensten: adviezen, softwareontwikkeling, internet en ondersteuning –
Procurement - KI Rota 2026
OJ S 171/2026 04/09/2026
Aankondiging van een opdracht of concessie – standaardregeling
Diensten

1. Koper

1.1. Koper

Officiële naam: Ålesund kommune

E-mail: jenny.marie.rorvik@alesund.kommune.no

Rechtsvorm van de koper: Publiekrechtelijke instelling onder zeggenschap van een lokale overheid

Activiteit van de aanbestedende dienst: Algemene overheidsdiensten

2. Procedure

2.1. Procedure

Titel: Procurement - KI Rota 2026

Beschrijving: The competition is for the delivery of a cloud based tool for working hours and manpower planning.

Identificatiecode van de procedure: a06833d8-0f4d-4279-9660-dd06e780bffb

Interne identificatiecode: 26/1412

Type procedure: Openbaar

De procedure wordt versneld: neen

Belangrijkste kenmerken van de procedure: Open tender contest

2.1.1. Doel

Aard van het contract: Diensten

Belangrijkste classificatie (cpv): 72000000 IT-diensten: adviezen, softwareontwikkeling, internet en ondersteuning

Aanvullende classificatie (cpv): 48332000 Software voor het maken van dienstregelingen, 72268000 Leveren van software, 72416000 Providerdiensten van applicatieservice

2.1.2. Plaats van uitvoering

Land: Noorwegen

Overal in het desbetreffende land

2.1.3. Waarde

Geraamde waarde exclusief btw: 2 400 000,00 NOK

2.1.4. Algemene informatie

Rechtsgrondslag:

Richtlijn 2014/24/EU

2.1.6. Gronden voor uitsluiting

Bronnen voor uitsluitingsgronden: Aankondiging

Corruptie: 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.

Fraude: 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?

Witwassen van geld of financiering van terrorisme: 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?

Deelname aan een criminele organisatie: 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)

Terroristische misdrijven of strafbare feiten in verband met terroristische activiteiten: 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.

Kinderarbeid en andere vormen van mensenhandel: 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).

Niet-nakoming van verplichtingen op het gebied van milieurecht: 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.

Niet-nakoming van verplichtingen op het gebied van arbeidsrecht: 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.

Niet-nakoming van verplichtingen op het gebied van sociaal recht: 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.

Vervalsing van de mededinging: Has the tenderer entered into agreement(s) with other tenderers with the intention of turning the competition?

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

Gaf valse verklaringen af, hield informatie achter, was niet in staat vereiste documenten te verstrekken of verkreeg vertrouwelijke informatie over deze procedure: 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?

Belangenconflict als gevolg van deelneming aan de aanbestedingsprocedure: Is the tenderer aware of a conflict of interest as stated in national law, the relevant notice or procurement documents?

Directe of indirecte betrokkenheid bij de voorbereiding van deze aanbestedingsprocedure: 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?

Voortijdige beëindiging, schadevergoeding of andere vergelijkbare sancties: 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?

Niet-nakoming van de verplichting tot betaling van socialezekerheidsbijdragen: 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?

Niet-nakoming van de verplichting tot betaling van belastingen: 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?

Staking van bedrijfsactiviteiten: Has the tenderer's business conduct been stopped?

Faillissement: 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.

Regeling met schuldeisers: 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.

Insolventie: 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.

Activa beheerd door vereffenaar: 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.

Met faillissement vergelijkbare toestand uit hoofde van nationale recht: Is the tenderer in a similar situation in accordance with an equivalent procedure set in the national law? See the national law, the relevant notice or procurement documents.

5. Perceel

5.1. Perceel: LOT-0000

Titel: Procurement - KI Rota 2026

Beschrijving: The competition is for the delivery of a cloud based tool for working hours and manpower planning.

Interne identificatiecode: 26/1412

5.1.1. Doel

Aard van het contract: Diensten

Belangrijkste classificatie (cpv): 72000000 IT-diensten: adviezen, softwareontwikkeling, internet en ondersteuning

Aanvullende classificatie (cpv): 48332000 Software voor het maken van dienstregelingen, 72268000 Leveren van software, 72416000 Providerdiensten van applicatieservice

5.1.2. Plaats van uitvoering

Land: Noorwegen

Overal in het desbetreffende land

5.1.3. Geraamde duur

Andere looptijd: Onbekend

5.1.4. Verlenging

Maximumaantal verlengingen: 8

Overige informatie over verlengingen: Ongoing service contract, with a duration of maximum 10 years.

5.1.5. Waarde

Geraamde waarde exclusief btw: 2 400 000,00 NOK

5.1.6. Algemene informatie

Voorbehouden deelname:

Deelname is niet voorbehouden.

Aanbestedingsproject dat niet uit EU-fondsen wordt gefinancierd

De aanbesteding valt onder de Overeenkomst inzake overheidsopdrachten (GPA): neen

Deze aanbesteding is ook geschikt voor kleine en middelgrote ondernemingen (kmo's): ja

5.1.9. Selectiecriteria

Bronnen van selectiecriteria: Aankondiging

Criterium: Financiële ratio

Beschrijving van het selectie criterium: This requirement only applies to Norwegian tenderers.

Requirement: Tenderers must have their tax, payroll tax and VAT payments in order in accordance with the legal provisions and the tenderer must not have significant arrears. Any arrears or other irregularities must be justified. Documentation requirement: Tenderers shall document the requirement through the certificate "Information on tax and duties". The certificate shall be of the type "RF-1507" and not "RF-1316". Tenderers can order such a certificate from the Norwegian Tax Administration on behalf of their activities. Tenderers are asked to enclose the certificate in the tender or submit it on request. The tax certificate must not be older than six months calculated from the deadline for receipt of tenders. Read about the certificate here: <https://www.skatteetaten.no/skjema/opplysninger-om-skatt-og-avgift/>

Criterium: Andere economische of financiële eisen

Beschrijving van het selectie criterium: Requirement: Tenderers must have the financial capacity to execute the contract. The tenderer is required to be credit worthy, minimum A, in accordance with Dun & Bradstreet's service riskguardian suite (<https://riskguardian.bisnode.no>), or have the financial capacity to execute the contract based on the contracting authority's discretion. Documentation requirement: The Contracting Authority will carry out their own assessment of the supplier's finances through RiskGuardian Suite. Tenderers can enclose other necessary information if they believe that RiskGuardian Suite does not provide a correct picture of the financial situation. The RiskGuardian Suite service includes all Nordic countries. As a general rule, the Contracting Authority will not accept credit ratings from other company and accounting information systems than RiskGuardian Suite due to equal treatment of the tenderers. Foreign tenderers outside the Nordic countries will, however, use and accept credit appraisal through Dun & Bradstreet's service Credit (<https://credit.dnb.com/>). Tenderers that the contracting authority cannot find a RiskGuardian Suite (or Credit for suppliers outside the Nordic countries), e.g. newly established tenderers who have not built up a basis for a credit rating, must enclose a declaration/guarantee from a parent company/owner /bank or similar financing institutions, regarding the company's financial and economic position.

Criterium: Referenties voor gespecificeerde diensten

Beschrijving van het selectie criterium: Requirement: Tenderers are required to have experience from at least 1 delivery of KI Rota tool to a comparable public or private company of comparable size in the last two (2) years. Documentation requirement: Complete the annex "The Tenderer's experience" or other document with equivalent information. If another document is used, the response shall be maximum 1 A4 page. The response shall not include a cover page or table of contents. Any pages after page 1 will not be considered. Any links etc. in the reply will not be considered.

Criterium: Autorisatie of lidmaatschap van een bepaalde organisatie vereist voor dienstencontracten

Beschrijving van het selectie criterium: Is it necessary to have a particular membership in a particular organisation in order to provide the service in the tenderer's home country?

Criterium: Maatregelen om kwaliteit te waarborgen

Beschrijving van het selectie criterium: For goods or services that are complicated or that in exceptional cases shall be used for a particular purpose: Will the tenderer allow checks of the tenderer's production capacity or technical capacity and, where necessary, of the survey and research facilities that the tenderer has at its disposal and of quality control measures? The

inspections shall be undertaken by the contracting authority or the contracting authority can leave it to a competent public body in the country where the tenderer is established.

Criterium: Monsters, beschrijvingen of foto's zonder certificering van echtheid

Beschrijving van het selectiecriteria: Procurement of goods: The tenderer presents supplies that shall be delivered, requested samples, descriptions or photographs, which do not need to be accompanied by certificates that they are genuine.

Criterium: Monsters, beschrijvingen of foto's met certificering van echtheid voor leveringscontracten

Beschrijving van het selectiecriteria: When procurement of goods: If requested, the tenderer further declares that they will deliver the requested certificates that they are genuine.

Criterium: Certificaten van kwaliteitscontrole-instituten

Beschrijving van het selectiecriteria: Can tenderers submit the requested certificates issued by official bodies for quality control, and who can confirm that the goods, which are clearly identified by reference to technical specifications or standards, as determined in the notice or in the procurement documents, are in accordance with these?

Criterium: Certificaten van onafhankelijke instanties over kwaliteitsborgingsnormen

Beschrijving van het selectiecriteria: Can tenderers submit certificates issued by independent bodies that document that the tenderer fulfils the stated quality assurance standards, including universal design requirements?

Criterium: Certificaten van onafhankelijke instanties over milieubeheersystemen of -normen

Beschrijving van het selectiecriteria: Is the tenderer able to submit certificates issued by independent bodies as documentation that the tenderer fulfils the stated environmental management systems or standards?

5.1.10. Gunningscriteria

Criterium:

Type: Prijs

Naam: Price

Beschrijving: Orientation: Tenderers shall fill in the attached price form in their cost calculations and submit it as an annex to the tender in Excel format. All fields in the attached price form marked with yellow shall be completed. Missing the price fields can cause difficulties in assessing the tender and the tender can then be rejected. All prices are in NOK, excluding VAT, including all direct or indirect expenses and duties that could be incurred in connection with the delivery. Order fees and invoice fees are to be seen as expenses. The prices shall include all costs for the customer who is included in this competition. Costs that the tenderer knows will be incurred, but that are not specifically stated in the tender, will be seen as included in the stated costs. The implementation of licence users will be gradually and is estimated to include approx. 3,500 users. The stated volume is only used as a calculation basis in the evaluation and does not involve any obligation to buy. Evaluation: The evaluation sum over 5 years from the price form will form the basis of the evaluation of price. When assessing the price, a hybrid model with break point 1 will be used. The attached template for the evaluation model is attached. The tenderer's total points for this award criteria is weighted with the award criteria's weighting percentage.

Categorie van het gunningscriterium gewicht: Gewicht (percentage, exact)

Gunningscriterium numerieke waarde: 40

Criterion:

Type: Kwaliteit

Naam: The tenderer's offered system

Beschrijving: Orientation: Under this award criteria, an evaluation will be made on the tenderer's offered system via a digital presentation in real time where the customer can provide a selection of managers and elected representatives. This presentation must include the possibility for a customer to ask questions. During the evaluation phase the tenderer will be contacted by the customer and a team meeting will be agreed where the presentation will take place. Tenderers must be able to provide a team meeting on just a few days' notice.

Tenderers shall present the following: Set up and start up how rota rules and working hours rules are recorded, administered and maintained in the system. how local agreements, special agreements and exemptions can be registered and managed how the solution handles individual exceptions or adaptations in the regulations for individual employees how the system signals deviations, breaches or risks of breaches connected to the Working Environment Act and other relevant rules. Work flow and user interface how employees register inputs, preferences and wishes in the system. how the manager or rota planner workflow is what steps must be taken before the generation of rota can be initiated how long the solution takes to generate a rota with approx. 25 lines how the system presents proposals, deviations and signals how the system takes individual requests and facilitation needs into account, for example, varying weekend frequencies. how the system prioritises between relevant considerations, including legislation and agreements, competence need, staffing plan, continuity for users or patients, fair distribution of shifts, employees' any wishes and cost efficiency. which functions or assessments must be dealt with or controlled manually.

Explainability and control how the solution explains the basis for the generated rota proposal how the user can see which rules, considerations, and priorities form the basis for how proposals can be adjusted or overridden how consequences of changes are highlighted. how the system shows what requirements or considerations might not be fully fulfilled Evaluation:

An overall assessment of the offered system will be carried out during the evaluation. The award criteria will be evaluated on the basis of the tenderer's presentation of the 3 above points. The contracting authority will particularly emphasise the evaluation: Set-up and rule handling A positive assessment will be made if the solution provides a simple, structured and secure way to register, administer and maintain rota rules, working hours rules, local agreements, special agreements, exemptions and individual exceptions. A positive assessment will also be made if the system clearly warns of deviations, fractures or risk of breaches and if such signals are understandable and easy to follow-up. Work flow and user friendliness An assessment will be made positive if the system has an intuitive and efficient work flow for employees, managers and rota planners. The contracting authority will emphasise how easy it is to register inputs and preferences, prepare the basis for rota generation, generate rotos, understand the proposals that are presented, and follow up deviations and signals. A positive assessment will also be made if the system greatly reduces the need for manual assessments and inspections. Prioritising, explainability and control A positive assessment will be made if the system, in a clear and verifiable manner, shows how it prioritises between legislation and contracts, competence needs, manpower plan, continuity, fair distribution of shifts, employees' wishes, individual facilitation needs and cost efficiency. Furthermore, a positive assessment will be made if the solution explains why a rota proposal has been generated, what rules and considerations form the basis, what conditions could not be completely fulfilled, and what consequences changes or overrides have. Best solution will be awarded 10 points. Other tenders will be awarded points based on a judgement of relevant

quality differences compared to the best system. The tenderer's point score for the award criteria is weighted with the award criteria's stated weighting percentage. The tenderer's total points for this award criteria is weighted with the award criteria's weighting percentage.

Categorie van het gunningscriterium gewicht: Gewicht (percentage, exact)

Gunningscriterium numerieke waarde: 60

Criterium:

Type: Kwaliteit

Naam: Environment

Beschrijving: The contracting authority uses the exclusion provisions in loa § 5b third section and does not weight climate and environmental considerations in accordance with the second paragraph. The contract is assessed to have a climate footprint and an immaterial environmental impact, and this is justified below. The nature of the procurement in this case is the procurement of a KI based rota tool that shall assist with rota planning. Furthermore, the procurement involves maintenance and further development of such a tool, operation and use of the tool. The work on maintenance and further development of the tool can be compared with a consultancy service without particular travel activities and is therefore considered to have immaterial climate footprint and environmental impact. The energy consumption and any environmental impact of this system is very limited and it is aimless for the contracting authority to emphasise or set requirements in the environmental requirement specifications in this procurement. Based on this, the procurement of KI-based rota tools is assessed in accordance with immaterial climate footprint and environmental impact, and thus falls under the exception rule in loa § 5b (3).

Categorie van het gunningscriterium gewicht: Gewicht (percentage, exact)

Gunningscriterium numerieke waarde: 0

5.1.11. Aanbestedingsstukken

Termijn voor verzoeken om aanvullende informatie: 27/09/2026 22:00:00 (UTC+00:00) West-Europese tijd, GMT

Adres van de aanbestedingsstukken: <https://tendsign.com/doc.aspx?MeFormsNoticeId=98867>

5.1.12. Voorwaarden van de aanbesteding

Voorwaarden voor indiening:

Elektronische indiening: Vereist

Adres voor indiening: <https://tendsign.com/doc.aspx?MeFormsNoticeId=98867&GoTo=Tender>

Talen waarin inschrijvingen of verzoeken tot deelname kunnen worden ingediend: Noors

Elektronische catalogus: Toegestaan

Varianten: Niet toegestaan

Inschrijvers mogen meer dan één inschrijving indienen: Toegestaan

Uiterste datum voor de ontvangst van inschrijvingen: 05/10/2026 10:00:58 (UTC+00:00) West-Europese tijd, GMT

Duur waarin de aanbidding geldig moet blijven: 89 Dagen

Informatie over de openbare opening:

Openingsdatum: 05/10/2026 10:01:00 (UTC+00:00) West-Europese tijd, GMT

Voorwaarden van het contract:

De uitvoering van de opdracht moet plaatsvinden binnen het kader van programma's voor maatwerkbedrijven: Neen

Elektronische facturering: Vereist

Er zal worden gebruikgemaakt van elektronische orderplaatsing: ja

Er zal worden gebruikgemaakt van elektronische betaling: ja

5.1.15. Technieken

Raamovereenkomst:

Geen raamovereenkomst

Informatie over het dynamische aankoopstelsel:

Geen dynamisch aankoopstelsel

5.1.16. Nadere inlichtingen, bemiddeling en evaluatie

Bemiddelingsorganisatie: Sunnmøre tingrett

Organisatie voor beroepsprocedures: Sunnmøre tingrett

Informatie over de termijnen voor beroep: In accordance with the regulations.

Organisatie die meer informatie geeft over beroepsprocedures: Ålesund kommune

8. Organisaties

8.1. ORG-0001

Officiële naam: Ålesund kommune

Registratienummer: 929911709

Afdeling: Innkjøp

Postadres: Keiser Wilhelms gate 11

Stad: Ålesund

Postcode: 6003

Onderverdeling land (NUTS): Møre og Romsdal (NO0A3)

Land: Noorwegen

Contactpunt: Jenny Marie Rørvik

E-mail: jenny.marie.rorvik@alesund.kommune.no

Telefoon: +4770162000

Rollen van deze organisatie:

Koper

Organisatie die meer informatie geeft over beroepsprocedures

8.1. ORG-0002

Officiële naam: Sunnmøre tingrett

Registratienummer: 935365201

Postadres: Postboks 1354 Sentrum

Stad: Ålesund

Postcode: 6001

Onderverdeling land (NUTS): Møre og Romsdal (NO0A3)

Land: Noorwegen

E-mail: sunnmore.tingrett@domstol.no

Telefoon: 70 33 47 00

Internetadres: <https://www.domstol.no/no/domstoler/tingrett/sunnmore-tingrett/>

Rollen van deze organisatie:

Organisatie voor beroepsprocedures

Bemiddelingsorganisatie

Informatie over een aankondiging

Identificatiecode/versie van de aankondiging: 5d147146-f802-4ecf-a30e-017cd94de0ff - 01

Type formulier: Mededinging

Type aankondiging: Aankondiging van een opdracht of concessie – standaardregeling

Subtype aankondiging: 16

Verzenddatum van de aankondiging: 03/09/2026 08:00:56 (UTC+00:00) West-Europese tijd, GMT

Aankondiging datum verzending (eSender): 03/09/2026 08:00:58 (UTC+00:00) West-Europese tijd, GMT

Talen waarin deze aankondiging officieel beschikbaar is: Engels

Publicatienummer aankondiging: 610825-2026

Nummer uitgave PB S: 171/2026

Datum van bekendmaking: 04/09/2026