

623705-2026 - Mededinging

Noorwegen – IT-diensten: adviezen, softwareontwikkeling, internet en ondersteuning – Digital system for registering cleaning and deviations.

OJ S 175/2026 10/09/2026

Aankondiging van een opdracht of concessie – standaardregeling
Diensten

1. Koper

1.1. Koper

Officiële naam: Troms Fylkeskommune

E-mail: postmottak@tromsfylke.no

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

Activiteit van de aanbestedende dienst: Algemene overheidsdiensten

2. Procedure

2.1. Procedure

Titel: Digital system for registering cleaning and deviations.

Beschrijving: 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.

Identificatiecode van de procedure: b4f9ad93-e6cc-458d-98d0-39e9fe9b8c9a

Interne identificatiecode: cmogwmc8d000g04i912m76he4

Type procedure: Openbaar

De procedure wordt versneld: neen

Belangrijkste kenmerken van de procedure: All interested suppliers can submit tender offers through Hyyr. 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 Hyyr.

2.1.1. Doel

Aard van het contract: Diensten

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

Aanvullende classificatie (cpv): 80590000 Diensten voor privé-onderwijs, 72227000 Advies over software-integratie, 72260000 Diensten in verband met software, 72222300 Diensten in verband met informatietechnologie, 72250000 Systeem- en ondersteuningsdiensten, 72220000 Systeem- en technisch advies, 72310000 Gegevensverwerkingsdiensten, 72253000 Helpdesk- en ondersteuningsdiensten, 72212421 Diensten voor ontwikkeling van software voor faciliteitenbeheer, 72222000 Strategie- en planningsdiensten voor informatiesystemen of -technologie, 72300000 Uitwerken van gegevens, 72212000 Programmering van toepassingssoftware, 72200000 Softwareprogrammering en -advies, 72212400 Diensten voor ontwikkeling van software voor zakelijke transacties en persoonlijke zaken

2.1.2. Plaats van uitvoering

Postadres: Postboks 6600

Stad: Tromsø

Postcode: 9296

Onderverdeling land (NUTS): Troms/Romsa/Tromssa (NO072)

Land: Noorwegen

Aanvullende informatie: Norway

2.1.4. Algemene informatie

Rechtsgrondslag:

Richtlijn 2014/24/EU

Anschaffelsesforskriften -

2.1.6. Gronden voor uitsluiting

Bronnen voor uitsluitingsgronden: Aanbestedingsstuk, Aanbestedingsstuk

5. Perceel

5.1. Perceel: LOT-0001

Titel: Digital system for registering cleaning and deviations.

Beschrijving: 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.

Interne identificatiecode: cmogwmc9w000j04i9kjtiv1oe

5.1.1. Doel

Aard van het contract: Diensten

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

Aanvullende classificatie (cpv): 80590000 Diensten voor privé-onderwijs, 72227000 Advies over software-integratie, 72260000 Diensten in verband met software, 72222300 Diensten in verband met informatietechnologie, 72250000 Systeem- en ondersteuningsdiensten, 72220000 Systeem- en technisch advies, 72310000 Gegevensverwerkingsdiensten, 72253000 Helpdesk- en ondersteuningsdiensten, 72212421 Diensten voor ontwikkeling van software voor faciliteitenbeheer, 72222000 Strategie- en planningsdiensten voor informatiesystemen of -technologie, 72300000 Uitwerken van gegevens, 72212000 Programmering van toepassingssoftware, 72200000 Softwareprogrammering en -advies, 72212400 Diensten voor ontwikkeling van software voor zakelijke transacties en persoonlijke zaken

Opties:

Beschrijving van de opties: 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. Plaats van uitvoering

Postadres: Postboks 6600

Stad: Tromsø

Postcode: 9296

Onderverdeling land (NUTS): Troms/Romsa/Tromssa (NO072)

Land: Noorwegen

Aanvullende informatie: Norway

5.1.3. Geraamde duur

Begindatum: 01/11/2026

Einddatum van de duur: 31/10/2029

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): ja

5.1.9. Selectiecriteria

Bronnen van selectiecriteria: Aanbestedingsstuk

5.1.10. Gunningscriteria

Criterium:

Type: Prijs

Naam: Price

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

Categorie van het gunningscriterium gewicht: Gewicht (percentage, midden van bereik)

Gunningscriterium numerieke waarde: 15

Criterium:

Type: Kwaliteit

Naam: Quality

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

Categorie van het gunningscriterium gewicht: Gewicht (percentage, midden van bereik)

Gunningscriterium numerieke waarde: 25

Criterium:

Type: Kwaliteit

Naam: Demonstration of system

Beschrijving: 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.

Categorie van het gunningscriterium gewicht: Gewicht (percentage, midden van bereik)

Gunningscriterium numerieke waarde: 60

Criterium:

Type: Kwaliteit

Naam: Climate and environment

Beschrijving: 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 environment 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. Aanbestedingsstukken

Adres van de aanbestedingsstukken: <https://hyyr.no/procurement/cmogwmc8d000g04i912m76he4>

5.1.12. Voorwaarden van de aanbesteding

Voorwaarden voor indiening:

Elektronische indiening: Vereist

Adres voor indiening: <https://hyyr.no/procurement/cmogwmc8d000g04i912m76he4>

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

Elektronische catalogus: Niet toegestaan

Inschrijvers mogen meer dan één inschrijving indienen: Niet toegestaan

Uiterste datum voor de ontvangst van inschrijvingen: 14/10/2026 12:00:00 (UTC+02:00) Oost-Europese tijd, Midden-Europese zomertijd

Duur waarin de aanbidding geldig moet blijven: 90 Dagen

Voorwaarden van het contract:

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

Voorwaarden met betrekking tot de uitvoering van de opdracht: See Tender Documents

Elektronische facturering: Vereist

Er zal worden gebruikgemaakt van elektronische orderplaatsing: neen

Er zal worden gebruikgemaakt van elektronische betaling: neen

Financiële regeling: See tender documents

5.1.15. Technieken

Raamovereenkomst:

Geen raamovereenkomst

Informatie over het dynamische aankoopstelsel:

Geen dynamisch aankoopstelsel

5.1.16. Nadere inlichtingen, bemiddeling en evaluatie

Organisatie voor beroepsprocedures: NORD-TROMS OG SENJA TINGRETT

Organisatie die nadere inlichtingen over de aanbestedingsprocedure verstrekt: Troms Fylkeskommune

Organisatie die meer informatie geeft over beroepsprocedures: NORD-TROMS OG SENJA TINGRETT

Organisatie die verzoeken tot deelname ontvangt: Hyrr AS

8. Organisaties

8.1. ORG-0001

Officiële naam: NORD-TROMS OG SENJA TINGRETT

Registratienummer: 926723022

Postadres: Postboks 2510 Stakkevollan

Stad: TROMSØ

Postcode: 9270

Onderverdeling land (NUTS): Troms/Romsa/Tromssa (NO072)

Land: Noorwegen

Contactpunt: NORD-TROMS OG SENJA TINGRETT

Rollen van deze organisatie:

Organisatie voor beroepsprocedures

Organisatie die meer informatie geeft over beroepsprocedures

8.1. ORG-0002

Officiële naam: Hyyr AS
Registratienummer: 924998687
Postadres: Gaustadalléen 21
Stad: Oslo
Postcode: 0349
Onderverdeling land (NUTS): Oslo (NO081)
Land: Noorwegen
Contactpunt: Hyyr Support
E-mail: admin@hyyr.no
Telefoon: +47 90 63 65 38

Rollen van deze organisatie:

Organisatie die verzoeken tot deelname ontvangt

8.1. ORG-0003

Officiële naam: Troms Fylkeskommune
Registratienummer: 930068128
Postadres: Postboks 6600
Stad: Tromsø
Postcode: 9296
Onderverdeling land (NUTS): Troms/Romsa/Tromssa (NO072)
Land: Noorwegen
Contactpunt: Troms Fylkeskommune
E-mail: postmottak@tromsfylke.no
Telefoon: +47 77788000

Rollen van deze organisatie:

Koper

Organisatie die nadere inlichtingen over de aanbestedingsprocedure verstrekt

Informatie over een aankondiging

Identificatiecode/versie van de aankondiging: 7053a8e7-92c7-40e9-b74e-1533ac5507d9 - 01
Type formulier: Mededinging
Type aankondiging: Aankondiging van een opdracht of concessie – standaardregeling
Subtype aankondiging: 16
Verzenddatum van de aankondiging: 09/09/2026 12:49:32 (UTC+02:00) Oost-Europese tijd, Midden-Europese zomertijd
Talen waarin deze aankondiging officieel beschikbaar is: Engels
Publicatienummer aankondiging: 623705-2026
Nummer uitgave PB S: 175/2026
Datum van bekendmaking: 10/09/2026