

646367-2026 - Mededinging

Noorwegen – IT-diensten: adviezen, softwareontwikkeling, internet en ondersteuning – 26182

Case handling system

OJ S 182/2026 21/09/2026

Aankondiging van een opdracht of concessie – standaardregeling

Diensten

1. Koper

1.1. Koper

Officiële naam: Innkjøpskontoret AS

E-mail: post@innkjopskontoret.no

Rechtsvorm van de koper: Entiteit met bijzondere of uitsluitende rechten

Activiteit van de aanbestedende dienst: Algemene overheidsdiensten

1.1. Koper

Officiële naam: Nordre Follo kommune

E-mail: postmottak@nordrefollo.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: 26182 Case handling system

Beschrijving: 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.

Identificatiecode van de procedure: f573e48a-f5e8-4e03-b5fc-47f0c8777dc5

Interne identificatiecode: 6241

Type procedure: Openbaar

De procedure wordt versneld: neen

2.1.1. Doel

Aard van het contract: Diensten

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

Aanvullende classificatie (cpv): 48000000 Software en informatiesystemen

2.1.2. Plaats van uitvoering

Onderverdeling land (NUTS): Akershus (NO084)

Land: Noorwegen

2.1.4. Algemene informatie

Rechtsgrondslag:

Richtlijn 2014/24/EU

2.1.6. Gronden voor uitsluiting

Bronnen voor uitsluitingsgronden: Aankondiging

Met faillissement vergelijkbare toestand uit hoofde van nationale recht: 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.

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.

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.

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.

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).

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

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.

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? 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).

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? 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).

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).

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.

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.

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.

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?

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.

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 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.

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?

Staking van bedrijfsactiviteiten: 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.

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?

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.

Delict dat in strijd is met zijn beroepsgedragregels voor overheidsopdrachten op defensiegebied: 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?

Gebrek aan betrouwbaarheid om risico's voor de veiligheid van het land uit te sluiten: Is the tenderer assessed to lack the reliability necessary to exclude the risk of national security?

Niet-nakoming van verplichtingen op grond van louter nationale uitsluitingsgronden: 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. Perceel

5.1. Perceel: LOT-0001

Titel: 26182 Case handling system

Beschrijving: 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.
Interne identificatiecode: 8163

5.1.1. Doel

Aard van het contract: Diensten

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

Aanvullende classificatie (cpv): 48000000 Software en informatiesystemen

5.1.2. Plaats van uitvoering

Onderverdeling land (NUTS): Akershus (NO084)

Land: Noorwegen

5.1.3. Geraamde duur

Begindatum: 14/11/2026

Andere looptijd: Onbeperkt

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

5.1.7. Strategische aanbestedingen

Doel van strategische aanbestedingen: Innovatieve aankoop

Beschrijving: Innovation

Innovatiegericht aanbesteden: Voor de aanbestede werken, leveringen of diensten is procesinnovatie nodig., De aanbestede werken, leveringen of diensten zijn nieuw of aanzienlijk verbeterd ten opzichte van andere werken, leveringen of diensten die reeds op de markt zijn.

5.1.9. Selectiecriteria

Bronnen van selectiecriteria: Aankondiging

Criterium: Andere economische of financiële eisen

Beschrijving van het selectie criterium: 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.

Criterium: Andere economische of financiële eisen

Beschrijving van het selectiecriterium: 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. Gunningscriteria

Criterium:

Type: Prijs

Beschrijving: Prices and costs

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

Gunningscriterium numerieke waarde: 25

Criterium:

Type: Kwaliteit

Beschrijving: Solution proposals, functionality and user friendliness.

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

Gunningscriterium numerieke waarde: 55

Criterium:

Type: Kwaliteit

Beschrijving: Implementation

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

Gunningscriterium numerieke waarde: 15

Criterium:

Type: Kwaliteit

Beschrijving: Service and Assignment Specific Competence

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

Gunningscriterium numerieke waarde: 5

Criterium:

Type: Kwaliteit

Beschrijving: 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.

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

Gunningscriterium numerieke waarde: 0

5.1.11. Aanbestedingsstukken

Toegang tot bepaalde aanbestedingsstukken is beperkt

Informatie over beperkt toegankelijke documenten is beschikbaar op: <https://app.artifik.no/procurements/6241>

Ad-hoccommunicatiekanaal:

Naam: e-Tendering

5.1.12. Voorwaarden van de aanbesteding

Voorwaarden voor indiening:

Elektronische indiening: Vereist

Adres voor indiening: <https://app.artifik.no/procurements/6241>

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

Elektronische catalogus: Niet toegestaan

Uiterste datum voor de ontvangst van inschrijvingen: 27/10/2026 11:00:00 (UTC+00:00) West-Europese tijd, GMT

Duur waarin de aanbidding geldig moet blijven: 71 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: N/A

Elektronische facturering: Vereist

Er zal worden gebruikgemaakt van elektronische orderplaatsing: ja

Er zal worden gebruikgemaakt van elektronische betaling: ja

Financiële regeling: N/A

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: Vestfold tingrett

Organisatie die nadere inlichtingen over de aanbestedingsprocedure verstrekt:

Innkjøpskontoret AS

Organisatie die meer informatie geeft over beroepsprocedures: Innkjøpskontoret AS

Organisatie die verzoeken tot deelname ontvangt: Artifik AS

8. Organisaties

8.1. ORG-0001

Officiële naam: Innkjøpskontoret AS

Registratienummer: 912467198

Postadres: Nygata 2
Stad: HORTEN
Postcode: 3189
Onderverdeling land (NUTS): Vestfold (NO093)
Land: Noorwegen
Contactpunt: Arne Hvidsten
E-mail: post@innkjopskontoret.no
Telefoon: +47 99721995
Internetadres: <https://www.innkjopskontoret.no>
Kopersprofiel: <https://www.innkjopskontoret.no>

Rollen van deze organisatie:

Koper

Organisatie die nadere inlichtingen over de aanbestedingsprocedure verstrekt

Organisatie die meer informatie geeft over beroepsprocedures

8.1. ORG-0002

Officiële naam: Nordre Follo kommune
Registratienummer: 922092648
Postadres: Postboks 3010
Stad: Ski
Postcode: 1402
Onderverdeling land (NUTS): Akershus (NO084)
Land: Noorwegen
E-mail: postmottak@nordrefollo.kommune.no
Telefoon: +47 02178
Internetadres: <https://www.nordrefollo.kommune.no/>
Kopersprofiel: <https://www.nordrefollo.kommune.no/>

Rollen van deze organisatie:

Koper

8.1. ORG-0003

Officiële naam: Vestfold tingrett
Registratienummer: 926723618
Postadres: Postboks 2013
Stad: Tønsberg
Postcode: 3103
Onderverdeling land (NUTS): Vestfold (NO093)
Land: Noorwegen
E-mail: vestfold.tingrett@domstol.no
Telefoon: +47 33206700
Internetadres: <https://www.domstol.no/no/domstoler/tingrett/vestfold-tingrett/>

Rollen van deze organisatie:

Organisatie voor beroepsprocedures

8.1. ORG-0004

Officiële naam: Artifiek AS
Registratienummer: 925364967
Postadres: Stortingsgata 12
Stad: Oslo
Postcode: 0161
Onderverdeling land (NUTS): Oslo (NO081)

Land: Noorwegen

E-mail: support@artifik.no

Internetadres: <https://artifik.no>

Rollen van deze organisatie:

Aanbieder van aanbestedingsdiensten

Organisatie die verzoeken tot deelname ontvangt

Informatie over een aankondiging

Identificatiecode/versie van de aankondiging: 6c830e6b-10b5-431c-99c3-989c25a2ca2d - 01

Type formulier: Mededinging

Type aankondiging: Aankondiging van een opdracht of concessie – standaardregeling

Subtype aankondiging: 16

Verzenddatum van de aankondiging: 18/09/2026 11:46:38 (UTC+00:00) West-Europese tijd, GMT

Talen waarin deze aankondiging officieel beschikbaar is: Engels

Publicatienummer aankondiging: 646367-2026

Nummer uitgave PB S: 182/2026

Datum van bekendmaking: 21/09/2026