

646367-2026 - Concurso

Noruega – Serviços de TI: consultoria, desenvolvimento de software, Internet e apoio – 26182

Case handling system

OJ S 182/2026 21/09/2026

Anúncio de concurso ou de concessão – regime normal

Serviços

1. Adquirente

1.1. Adquirente

Nome oficial: Innkjøpskontoret AS

Correio eletrónico: post@innkjopskontoret.no

Forma jurídica do adquirente: Entidade com direitos especiais ou exclusivos

Atividade da autoridade adjudicante: Serviços públicos das administrações públicas

1.1. Adquirente

Nome oficial: Nordre Follo kommune

Correio eletrónico: postmottak@nordrefollo.kommune.no

Forma jurídica do adquirente: Organismo de direito público, controlado por uma autoridade local

Atividade da autoridade adjudicante: Serviços públicos das administrações públicas

2. Procedimento

2.1. Procedimento

Título: 26182 Case handling system

Descrição: 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.

Identificador do procedimento: f573e48a-f5e8-4e03-b5fc-47f0c8777dc5

Identificador interno: 6241

Tipo de procedimento: Aberto

O procedimento é acelerado: não

2.1.1. Finalidade

Natureza do contrato: Serviços

Classificação principal (cpv): 72000000 Serviços de TI: consultoria, desenvolvimento de software, Internet e apoio

Classificação adicional (cpv): 48000000 Pacotes de software e sistemas de informação

2.1.2. Local de execução

Subdivisão do país (NUTS): Akershus (NO084)

País: Noruega

2.1.4. Informações gerais

Base jurídica:

Diretiva 2014/24/UE

2.1.6. Motivos de exclusão

Fontes dos motivos de exclusão: Anúncio

Situação análoga, como falência ao abrigo da legislação nacional: 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.

Falência: 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.

Corrupção: 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.

Acordo com os credores: 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.

Participação numa organização criminosa: 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).

Acordos com outros operadores económicos com o objetivo de distorcer a concorrência: Has the tenderer entered into agreement(s) with other tenderers with the intention of turning the competition?

Violação das obrigações no domínio da legislação ambiental: 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.

Branqueamento de capitais ou financiamento do terrorismo: 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).

Trabalho infantil e outras formas de tráfico de seres humanos: 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).

Insolvência: 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.

Violação das obrigações no domínio da legislação laboral: 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.

Ativos sob gestão por um liquidatário: 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.

Falsas declarações, ocultação de informações, incapacidade de fornecer os documentos exigidos ou obtenção de informações confidenciais sobre o presente procedimento: 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?
Conflitos de interesses decorrentes da participação no procedimento de contratação: Is the tenderer aware of a conflict of interest as stated in national law, the relevant notice or procurement documents?

Intervenção direta ou indireta na preparação do presente procedimento de contratação: 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?

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

Rescisão antecipada, indemnizações ou outras sanções comparáveis: 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?

Violação das obrigações no domínio da legislação social: 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.

Incumprimento da obrigação de pagamento das contribuições para a segurança social: 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?

Atividades suspensas: 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.

Incumprimento da obrigação de pagamento de impostos: 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?

Infrações terroristas ou infrações relacionadas com atividades terroristas: 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, of 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.

Infração relativa à conduta profissional no domínio dos contratos públicos no setor da defesa: 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?

Incerteza na exclusão de riscos para a segurança do país: Is the tenderer assessed to lack the reliability necessary to exclude the risk of national security?

Incumprimento de obrigações determinadas por motivos de exclusão puramente nacionais: 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. Lote

5.1. Lote: LOT-0001

Título: 26182 Case handling system

Descrição: 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.

Identificador interno: 8163

5.1.1. Finalidade

Natureza do contrato: Serviços

Classificação principal (cpv): 72000000 Serviços de TI: consultoria, desenvolvimento de software, Internet e apoio

Classificação adicional (cpv): 48000000 Pacotes de software e sistemas de informação

5.1.2. Local de execução

Subdivisão do país (NUTS): Akershus (NO084)

País: Noruega

5.1.3. Duração estimada

Data de início: 14/11/2026

Outra duração: Ilimitado

5.1.6. Informações gerais

Participação reservada:

A participação não está reservada.

Projeto de contratação pública não financiado por fundos da UE

O concurso é abrangido pelo Acordo sobre Contratos Públicos (ACP): sim

5.1.7. Contratação estratégica

Objetivo da contratação estratégica: Aquisição inovadora

Descrição: Innovation

Contratos Públicos de Inovação: As obras, fornecimentos ou serviços adquiridos implicam inovação de processos., As obras, fornecimentos ou serviços adquiridos são inovadores ou significativamente melhorados em comparação com obras, fornecimentos ou serviços já existentes no mercado.

5.1.9. Critérios de seleção

Fontes dos critérios de seleção: Anúncio

Critério: Outros requisitos económicos ou financeiros

Descrição do critério de seleção: 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 § 5l, 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.

Critério: Outros requisitos económicos ou financeiros

Descrição do critério de seleção: 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. Critérios de adjudicação

Critério:

Tipo: Preço

Descrição: Prices and costs

Categoria do critério de adjudicação peso: Ponderação (percentagem, valor exato)

N.º do critério de adjudicação: 25

Critério:

Tipo: Qualidade

Descrição: Solution proposals, functionality and user friendliness.

Categoria do critério de adjudicação peso: Ponderação (percentagem, valor exato)

N.º do critério de adjudicação: 55

Critério:

Tipo: Qualidade

Descrição: Implementation

Categoria do critério de adjudicação peso: Ponderação (percentagem, valor exato)

N.º do critério de adjudicação: 15

Critério:

Tipo: Qualidade

Descrição: Service and Assignment Specific Competence

Categoria do critério de adjudicação peso: Ponderação (percentagem, valor exato)

N.º do critério de adjudicação: 5

Critério:

Tipo: Qualidade

Descrição: 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.

Categoria do critério de adjudicação peso: Ponderação (percentagem, valor exato)

N.º do critério de adjudicação: 0

5.1.11. Documentos do concurso

O acesso a determinados documentos do concurso é restrito

As informações sobre documentos restritos estão disponíveis em: <https://app.artifik.no/procurements/6241>

Canal de comunicação ad hoc:

Nome: e-Tendering

5.1.12. Condições do concurso

Condições de apresentação:

Apresentação por via eletrónica: Necessário

Endereço para apresentação: <https://app.artifik.no/procurements/6241>

Línguas em que podem ser apresentadas as propostas ou pedidos de participação: norueguês

Catálogo eletrónico: Não autorizado

Prazo para a receção das propostas: 27/10/2026 11:00:00 (UTC+00:00) hora da Europa Ocidental, GMT

Duração durante a qual a proposta deve permanecer válida: 71 Dias

Condições do contrato:

A execução do contrato tem de ser efetuada no âmbito de programas de emprego protegido: Não

Condições relacionadas com a execução do contrato: N/A

Faturação eletrónica: Necessário

Serão utilizadas encomendas eletrónicas: sim

Será utilizado o pagamento eletrónico: sim

Condições financeiras: N/A

5.1.15. Técnicas

Acordo-quadro:

Inexistência de acordo-quadro

Informações sobre o sistema de aquisição dinâmico:

Inexistência de sistema de aquisição dinâmico

5.1.16. Informações adicionais, mediação e recurso

Instância de recurso: Vestfold tingrett

Organização que fornece informações adicionais sobre o processo de adjudicação:

Innkjøpskontoret AS

Organização que fornece mais informações sobre os procedimentos de recurso:

Innkjøpskontoret AS

Organização que recebe pedidos de participação: Artifik AS

8. Organizações

8.1. ORG-0001

Nome oficial: Innkjøpskontoret AS
Número de registo: 912467198
Endereço postal: Nygata 2
Cidade: HORTEN
Código postal: 3189
Subdivisão do país (NUTS): Vestfold (NO093)
País: Noruega
Ponto de contacto: Arne Hvidsten
Correio eletrónico: post@innkjopskontoret.no
Telefone: +47 99721995
Endereço Internet: <https://www.innkjopskontoret.no>
Perfil do adquirente: <https://www.innkjopskontoret.no>

Funções desta organização:

Adquirente

Organização que fornece informações adicionais sobre o processo de adjudicação

Organização que fornece mais informações sobre os procedimentos de recurso

8.1. ORG-0002

Nome oficial: Nordre Follo kommune
Número de registo: 922092648
Endereço postal: Postboks 3010
Cidade: Ski
Código postal: 1402
Subdivisão do país (NUTS): Akershus (NO084)
País: Noruega
Correio eletrónico: postmottak@nordrefollo.kommune.no
Telefone: +47 02178
Endereço Internet: <https://www.nordrefollo.kommune.no/>
Perfil do adquirente: <https://www.nordrefollo.kommune.no/>

Funções desta organização:

Adquirente

8.1. ORG-0003

Nome oficial: Vestfold tingrett
Número de registo: 926723618
Endereço postal: Postboks 2013
Cidade: Tønsberg
Código postal: 3103
Subdivisão do país (NUTS): Vestfold (NO093)
País: Noruega
Correio eletrónico: vestfold.tingrett@domstol.no
Telefone: +47 33206700
Endereço Internet: <https://www.domstol.no/no/domstoler/tingrett/vestfold-tingrett/>

Funções desta organização:

Instância de recurso

8.1. ORG-0004

Nome oficial: Artifikk AS
Número de registo: 925364967

Endereço postal: Stortingsgata 12
Cidade: Oslo
Código postal: 0161
Subdivisão do país (NUTS): Oslo (NO081)
País: Noruega
Correio eletrónico: support@artifik.no
Endereço Internet: <https://artifik.no>
Funções desta organização:
Prestador de serviços no domínio da contratação pública
Organização que recebe pedidos de participação

Informações sobre o anúncio

Identificador/versão do anúncio: 6c830e6b-10b5-431c-99c3-989c25a2ca2d - 01
Tipo de formulário: Concurso
Tipo de anúncio: Anúncio de concurso ou de concessão – regime normal
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