

343841-2026 - Procedură concurențială

Norvegia – Servicii IT: consultanță, dezvoltare de software, internet și asistență – ESM platform with a system for user enquiries - Stage 1 - Qualification

OJ S 96/2026 20/05/2026

Anunț de participare sau de concesiune - regim standard

Servicii

1. Cumpărător

1.1. Cumpărător

Denumire oficială: Stortinget

E-mail: innkjop.postmottak@stortinget.no

Forma juridică a achizitorului: Întreprindere de stat

Activitatea autorității contractante: Servicii publice generale

2. Procedură

2.1. Procedură

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

Descriere: The Norwegian Parliament's current system for handling user enquiries, Footprints, is nearing the end of its technological lifetime and it no longer fulfils the requirements for modern, secure and effective case handling. For the users, the current situation means that enquiries need to be directed through several different channels – such as Footprints, email, telephone, SMS and physical attendance – which creates uncertainty as to where to address, who is following up, and what the status of the case is. In order to meet these challenges, the project New System for User Enquiries was established with the aim of acquiring and introducing a modern ESM platform (Enterprise Service Management), in which a new system for user enquiries is established as the first system on the platform. An ESM platform will not only replace Footprints, but at the same time give the Norwegian Parliament a common technological foundation for several types of work processes in the long term. Thus, the project addresses both the need for a new user enquiry system and the strategic need to ensure growth when the organisation is ready for it. The aim is to use a system that is secure, scalable and based on standardised processes and integrations. The platform approach facilitates further digitalisation, better data quality and more fact-based decisions. It also supports the Norwegian Parliament's need for efficiency, automation and overall management information. Future situation When the system is implemented, the Norwegian Parliament has adopted a flexible and scaleable platform that supports user enquiries as the first process, but which is also rigged to handle several work processes over time. The platform enables gradual development where the Norwegian Parliament itself manages the tempo, at the same time that the tenderer contributes with the necessary competence for configuration, development and implementation and its best practice and experience from other customers. The system is integrated with other systems through standard APIs/connectors and it provides a joint framework for processes and data basis. This provides consistent information across your organisation, improved data quality and management information, as well as support for fact-based priorities and strategic planning. Stortingets administrasjon gets a modern, comprehensive and user friendly platform that improves both internal work flow and the experience for the users. Unified processes and a common user interface contribute to fewer errors, better experiences and more efficient work flow. The system also facilitates increased

automation and digitalisation, and over time cost reductions are achieved by having several processes gathered in one platform, as well as security and privacy strengthened and the Starting now has a strong technological foundation that can be further developed gradually, scaled as needed and used across the organisation to support future digital needs and innovation. The procurement will be carried out with SSA-Sky as the contract basis and it is assumed that the system is delivered as a standardised cloud system (SaaS). This means that functionality, further development, security and operation are mainly safeguarded through the tenderer's established service model and standard updates. The described needs are based on experiences with the current Footprints system and the established ITSM processes, while also reflecting the Norwegian Parliament's need and ambition for further development within a modern cloud based service model. The requirement descriptions cover both direct support for established ITSM processes, such as Incident, Request, Change and Problem Management, as well as transverse needs such as joint entrance, dialogue, notifications, search, reporting, security, compliance and management. Combined, the needs shall provide a flexible possibility room where processes, services and applications can be configured, combined and further developed over time, also for new needs and services that are not currently fully known. The needs are formulated as business and functional needs, and not as detailed technical specifications. This has been done so that the Tenderer can offer systems that are primarily based on standard functionality in the cloud platform, in accordance with the principles in SSA-Sky. Both the current need and new or changed needs arising in the contract period The service provider shall, in their tender, describe how the system supports the needs within the framework of an SSA-Sky delivery, including how management, security, availability and further development are safeguarded throughout the contract period. The Norwegian Parliament sees a need for a solution that also allows for development and adaptation in the contract period. The descriptions of the needs are therefore formulated technology neutral and process independent, so that they can be covered through the tenderer's standard functionality, configuration and further development - both for the current use and for new needs that may arise. Tenderers shall describe in their tender how their solution: covers the Norwegian Parliament's need in a comprehensive manner supports established ITSM processes that provide low risk, high management friendly and good further development possibilities in accordance with SSA-Sky

Identificatorul procedurii: ef0e33d8-fa8b-42fb-a506-463926cc7e16

Identificator intern: 2025/8901

Tip de procedură: Negociată cu publicarea prealabilă a unei proceduri concurențiale de ofertare / competitivă cu negociere

Procedura este accelerată: nu

Principalele caracteristici ale procedurii: ESM platform with a system for user enquiries.

2.1.1. Scop

Natura contractului: Servicii

Clasificarea principală (cpv): 72000000 Servicii IT: consultanță, dezvoltare de software, internet și asistență

Clasificare suplimentară (cpv): 48000000 Pachete software și sisteme informatice, 48517000 Pachete software IT, 72200000 Servicii de programare și de consultanță software, 72260000 Servicii de software

2.1.2. Locul de executare

Subdiviziunea țării (NUTS): Oslo (NO081)

Țara: Norvegia

2.1.4. Informații generale

Temei juridic:

Directiva 2014/24/UE

Anskaffelsesforskriften - Negotiated procedure. The first phase is qualification and the second phase is a competition. All relevant documents are available in both phases. A RFI has been carried out before the outset of competition: <https://www.doffin.no/notices/2026-104558>

2.1.6. Motive de excludere

Sursele motivelor de excludere: Documentul european de achiziție unic (DEAU)

5. Lot

5.1. Lot: LOT-0000

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

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on experiences with the current Footprints system and the established ITSM processes, while also reflecting the Norwegian Parliament's need and ambition for further development within a modern cloud based service model. The requirement descriptions cover both direct support for established ITSM processes, such as Incident, Request, Change and Problem Management, as well as transverse needs such as joint entrance, dialogue, notifications, search, reporting, security, compliance and management. Combined, the needs shall provide a flexible possibility room where processes, services and applications can be configured, combined and further developed over time, also for new needs and services that are not currently fully known. The needs are formulated as business and functional needs, and not as detailed technical specifications. This has been done so that the Tenderer can offer systems that are primarily based on standard functionality in the cloud platform, in accordance with the principles in SSA-Sky. Both the current need and new or changed needs arising in the contract period The service provider shall, in their tender, describe how the system supports the needs within the framework of an SSA-Sky delivery, including how management, security, availability and further development are safeguarded throughout the contract period. The Norwegian Parliament sees a need for a solution that also allows for development and adaptation in the contract period. The descriptions of the needs are therefore formulated technology neutral and process independent, so that they can be covered through the tenderer's standard functionality, configuration and further development - both for the current use and for new needs that may arise. Tenderers shall describe in their tender how their solution: covers the Norwegian Parliament's need in a comprehensive manner supports established ITSM processes that provide low risk, high management friendly and good further development possibilities in accordance with SSA-Sky

Identificator intern: 2025/8901

5.1.1. Scop

Natura contractului: Servicii

Clasificarea principală (cpv): 72000000 Servicii IT: consultanță, dezvoltare de software, internet și asistență

Clasificare suplimentară (cpv): 48000000 Pachete software și sisteme informatice, 48517000 Pachete software IT, 72200000 Servicii de programare și de consultanță software, 72260000 Servicii de software

5.1.2. Locul de executare

Subdiviziunea țării (NUTS): Oslo (NO081)

Țara: Norvegia

5.1.3. Durata estimată

Data începerii: 30/10/2026

Data de sfârșit a duratei: 31/10/2036

5.1.6. Informații generale

Participare rezervată:

Participarea nu este rezervată.

Proiect de achiziții publice nefinanțat din fonduri UE

Achiziția face obiectul Acordului privind achizițiile publice (AAP): da

5.1.9. Criterii de selecție

Sursele criteriilor de selecție: Documentul european de achiziție unic (DEAU)

Informații privind a doua etapă a unei proceduri în două etape:

Numărul minim de candidați care urmează să fie invitați în a doua etapă a procedurii: 3

Numărul maxim de candidați care urmează să fie invitați în a doua etapă a procedurii: 4

Procedura se va desfășura în mai multe etape. În fiecare etapă, unii participanți pot fi eliminați. Achizitorul își rezervă dreptul de a atribui contractul pe baza ofertelor inițiale, fără alte negocieri.

5.1.11. Documentele achiziției

Limbile în care documentele achiziției sunt disponibile oficial: norvegiană

Unde se găsesc documentele achiziției: <https://permalink.mercell.com/281577992.aspx>

5.1.12. Condițiile achiziției publice

Condiții de depunere:

Depunere electronică: Obligatorie

Adresa de depunere: <https://permalink.mercell.com/281577992.aspx>

Limbile în care pot fi depuse ofertele sau cererile de participare: norvegiană

Catalog electronic: Nu este permisă

Este nevoie de semnătura sau sigiliul electronic(ă) avansat(ă) sau calificat(ă) [conform definiției din Regulamentul (UE) nr. 910/2014]

Variante: Nu este permisă

Termenul-limită pentru primirea cererilor de participare: 22/06/2026 10:00:00 (UTC+00:00) ora Europei Occidentale, GMT

Clauzele contractuale:

Executarea contractului trebuie efectuată în cadrul unor programe de angajare protejată: Nu

Facturare electronică: Obligatorie

Se va utiliza comanda electronică: da

Se va utiliza plata electronică: da

5.1.15. Aspecte tehnice

Acord-cadru:

Niciun acord-cadru

Informații despre sistemul dinamic de achiziții:

Nu există un sistem dinamic de achiziție

5.1.16. Informații suplimentare, mediere și căi de atac

Organizația responsabilă cu căile de atac: Oslo tingrett

Informații privind termenele-limită pentru reexaminare: See the tender documentation and loa /FOA

Organizația care furnizează mai multe informații cu privire la căile de atac: Oslo tingrett

8. Organizații

8.1. ORG-0001

Denumire oficială: Stortinget

Număr de înregistrare: 971524960

Adresă poștală: Karl Johans gate 22

Localitate: OSLO

Cod poștal: 0026

Subdiviziunea țării (NUTS): Oslo (NO081)

Țara: Norvegia

Punct de contact: Seksjon for innkjøp

E-mail: innkjop.postmottak@stortinget.no

Telefon: 23313050

Adresa de internet: <http://www.stortinget.no/>

Rolurile acestei organizații:

Cumpărător

8.1. ORG-0002

Denumire oficială: Oslo tingrett

Număr de înregistrare: 926725939

Localitate: oslo

Cod poștal: 0026

Subdiviziunea țării (NUTS): Oslo (NO081)

Țara: Norvegia

Rolurile acestei organizații:

Organizația responsabilă cu căile de atac

Organizația care furnizează mai multe informații cu privire la căile de atac

Informații privind anunțul

Identificatorul versiunea anunțului: 50e2f495-3db8-4fd2-aeb6-71f6ebf011f1 - 01

Tip de formular: Procedură concurențială

Tip de anunț: Anunț de participare sau de concesiune - regim standard

Subtipul anunțului: 16

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Limbile în care acest anunț este disponibil oficial: engleză

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