

## 343841-2026 - Súťaž

Nórsko – Služby informačných technológií: konzultácie, vývoj softvéru, internet a podpora – ESM platform with a system for user enquiries - Stage 1 - Qualification

OJ S 96/2026 20/05/2026

Oznámenie o vyhlásení verejného obstarávania alebo oznámenie o koncesii – štandardný režim Služby

### 1. Kupujúci

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#### 1.1. Kupujúci

Úradný názov: Stortinget

E-mail: [innkjop.postmottak@stortinget.no](mailto:innkjop.postmottak@stortinget.no)

Typ kupujúceho podľa právnych predpisov: Verejný podnik

Činnosť verejného obstarávateľa: Všeobecné verejné služby

### 2. Postup

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#### 2.1. Postup

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

Opis: 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

Identifikátor postupu: ef0e33d8-fa8b-42fb-a506-463926cc7e16

Interný identifikátor: 2025/8901

Druh postupu: Rokovacie konanie so zverejnením výzvy na súťaž/súťažné obstarávanie s rokovacím konaním

Postup je zrýchlený: nie

Hlavné prvky postupu: ESM platform with a system for user enquiries.

#### **2.1.1. Účel**

Druh zmluvy: Služby

Hlavná klasifikácia (cpv): 72000000 Služby informačných technológií: konzultácie, vývoj softvéru, internet a podpora

Doplňujúca klasifikácia (cpv): 48000000 Softvérové balíky a informačné systémy, 48517000

Softvérový balík pre informačné technológie, 72200000 Programovanie softvéru a poradenstvo , 72260000 Služby súvisiace so softvérom

#### **2.1.2. Miesto plnenia**

Nižšia územná jednotka krajiny (NUTS): Oslo (NO081)

Krajina: Nórsko

#### **2.1.4. Všeobecné informácie**

**Právny základ:**

Smernica 2014/24/EÚ

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. Dôvody na vylúčenie**

Zdroje dôvodov na vylúčenie: Jednotný európsky dokument pre obstarávanie (JED)

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**5. Časť****5.1. Časť: LOT-0000**

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

Opis: 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 scalable 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 Storting 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

Interný identifikátor: 2025/8901

#### **5.1.1. Účel**

Druh zmluvy: Služby

Hlavná klasifikácia (cpv): 72000000 Služby informačných technológií: konzultácie, vývoj softvéru, internet a podpora

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#### **5.1.2. Miesto plnenia**

Nižšia územná jednotka krajiny (NUTS): Oslo (NO081)

Krajina: Nórsko

#### **5.1.3. Predpokladané trvanie**

Dátum začatia: 30/10/2026

Dátum konca trvania: 31/10/2036

#### **5.1.6. Všeobecné informácie**

##### **Vyhradená účasť:**

Účasť nie je vyhradená.

Projekt verejného obstarávania nie je financovaný z prostriedkov EÚ

Na toto verejné obstarávanie sa vzťahuje Dohoda o vládnom obstarávaní (GPA): áno

#### **5.1.9. Kritériá výberu**

Zdroje výberových kritérií: Jednotný európsky dokument pre obstarávanie (JED)

##### **Informácie o druhej fáze dvojfázového postupu:**

Minimálny počet záujemcov, ktorí budú pozvaní do druhej fázy postupu: 3

Maximálny počet záujemcov, ktorí budú pozvaní do druhej fázy postupu: 4

Postup prebieha v po sebe nasledujúcich fázach. V každej fáze môžu byť niektorí účastníci vylúčení

Kupujúci si vyhradzuje právo zadať zákazku na základe pôvodných ponúk bez ďalších rokovaní

#### **5.1.11. Súťažné podklady**

Jazyky, v ktorých sú súťažné podklady oficiálne k dispozícii: nórčina

Adresa súťažných podkladov: <https://permalink.mercell.com/281577992.aspx>

#### **5.1.12. Podmienky verejného obstarávania**

##### **Podmienky predkladania:**

Elektronické predkladanie: Povinná

Adresa na predkladanie: <https://permalink.mercell.com/281577992.aspx>

Jazyky, v ktorých možno predložiť ponuky alebo žiadosti o účasť: nórčina

Elektronický katalóg: Nie je povolená

Vyžaduje sa zdokonalený alebo kvalifikovaný elektronický podpis alebo elektronická pečať [v zmysle nariadenia (EÚ) č. 910/2014]

Varianty: Nie je povolená

Lehota na prijímanie žiadostí o účasť: 22/06/2026 10:00:00 (UTC+00:00) západoeurópsky čas, GMT

##### **Podmienky zmluvy:**

Plnenie zmluvy sa musí vykonať v rámci programov chránených pracovísk: Nie

Elektronická fakturácia: Povinná

Bude sa využívať elektronické objednávanie: áno

Bude sa využívať elektronická platba: áno

#### **5.1.15. Techniky**

##### **Rámcová dohoda:**

Žiadna rámcová dohoda

##### **Informácie o dynamickom nákupnom systéme:**

Žiadny dynamický nákupný systém

#### **5.1.16. Ďalšie informácie, mediácia a preskúmanie**

Organizácia pre preskúmanie: Oslo tingrett

Informácie o lehotách na preskúmanie: See the tender documentation and loa/FOA

Organizácia poskytujúca ďalšie informácie o postupy preskúmania: Oslo tingrett

## **8. Organizácie**

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### **8.1. ORG-0001**

Úradný názov: Stortinget

Registračné číslo: 971524960

Poštová adresa: Karl Johans gate 22

Mesto: OSLO

PSČ: 0026

Nižšia územná jednotka krajiny (NUTS): Oslo (NO081)

Krajina: Nórsko

Kontaktné miesto: Seksjon for innkjøp

E-mail: [innkjop.postmottak@stortinget.no](mailto:innkjop.postmottak@stortinget.no)

Telefón: 23313050

Internetová adresa: <http://www.stortinget.no/>

**Roly tejto organizácie:**

Kupujúci

**8.1. ORG-0002**

Úradný názov: Oslo tingrett

Registračné číslo: 926725939

Mesto: oslo

PSČ: 0026

Nižšia územná jednotka krajiny (NUTS): Oslo (NO081)

Krajina: Nórsko

**Roly tejto organizácie:**

Organizácia pre preskúmanie

Organizácia poskytujúca ďalšie informácie o postupy preskúmania

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**Informácie o oznámení**

Identifikátor/verzia oznámenia: 50e2f495-3db8-4fd2-aeb6-71f6ebf011f1 - 01

Typ formulára: Súťaž

Typ oznámenia: Oznámenie o vyhlásení verejného obstarávania alebo oznámenie o koncesii  
– štandardný režim

Podtyp oznámenia: 16

Dátum odoslania oznámenia: 18/05/2026 12:28:54 (UTC+00:00) západoeurópsky čas, GMT

Dátum odoslania oznámenia (eSender): 18/05/2026 13:49:26 (UTC+00:00) západoeurópsky čas, GMT

Jazyky, v ktorých je toto oznámenie oficiálne k dispozícii: angličtina

Číslo uverejnenia oznámenia: 343841-2026

Číslo vydania série S úradného vestníka: 96/2026

Dátum uverejnenia: 20/05/2026