

343841-2026 - Javni razpis

Norveška – Storitve informacijske tehnologije: svetovanje, razvoj programske opreme, internet in podpora – ESM platform with a system for user enquiries - Stage 1 - Qualification

OJ S 96/2026 20/05/2026

Obvestilo o koncesiji ali naročilu – standardna ureditev

Storitve

1. Kupec

1.1. Kupec

Uradno ime: Stortinget

E-naslov: innkjop.postmottak@stortinget.no

Pravna vrsta kupca: Javno podjetje

Dejavnost javnega naročnika: Javna uprava

2. Postopek

2.1. Postopek

Naslov: 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

Identifikator postopka: ef0e33d8-fa8b-42fb-a506-463926cc7e16

Notranji identifikator: 2025/8901

Vrsta postopka: S pogajanji, s predhodno objavo javnega razpisa / konkurenčni postopek s pogajanji

Postopek je pospešen: ne

Glavne značilnosti postopka: ESM platform with a system for user enquiries.

2.1.1. Namen

Vrsta javnega naročila: Storitve

Glavna klasifikacijska oznaka (cpv): 72000000 Storitve informacijske tehnologije: svetovanje, razvoj programske opreme, internet in podpora

Dodatna klasifikacija (cpv): 48000000 Programski paketi in informacijski sistemi, 48517000 Programski paket za informacijsko tehnologijo, 72200000 Storitve programiranja programske opreme in svetovanja pri programski opremi, 72260000 Storitve, povezane s programsko opremo

2.1.2. Kraj izvajanja

Podregija države (NUTS): Oslo (NO081)

Država: Norveška

2.1.4. Splošne informacije

Pravna podlaga:

Direktiva 2014/24/EU

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. Razlogi za izključitev

Viri izključitvenih razlogov: Enotni evropski dokument v zvezi z oddajo javnega naročila

5. Sklop

5.1. Sklop: LOT-0000

Naslov: 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 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

Notranji identifikator: 2025/8901

5.1.1. Namen

Vrsta javnega naročila: Storitve

Glavna klasifikacijska oznaka (cpv): 72000000 Storitve informacijske tehnologije: svetovanje, razvoj programske opreme, internet in podpora

Dodatna klasifikacija (cpv): 48000000 Programski paketi in informacijski sistemi, 48517000 Programski paket za informacijsko tehnologijo, 72200000 Storitve programiranja programske opreme in svetovanja pri programski opremi, 72260000 Storitve, povezane s programsko opremo

5.1.2. Kraj izvajanja

Podregija države (NUTS): Oslo (NO081)

Država: Norveška

5.1.3. Predvideno trajanje

Datum začetka: 30/10/2026

Datum zaključka trajanja: 31/10/2036

5.1.6. Splošne informacije

Pridržana udeležba:

Udeležba ni pridržana.

Projekt javnega naročanja se ne financira s sredstvi EU

Javno naročilo je zajeto v Sporazumu o javnih naročilih: da

5.1.9. Merila za izbor

Viri izbirnih kriterijev: Enotni evropski dokument v zvezi z oddajo javnega naročila

Informacija o drugi stopnji dvostopenjskega postopka:

Najmanjše število kandidatov, ki se povabijo k sodelovanju v drugi stopnji postopka: 3

Največje število kandidatov, ki se povabijo k sodelovanju v drugi stopnji postopka: 4

Postopek se bo odvijal v zaporednih stopnjah. Na vsaki stopnji se lahko izločijo nekateri sodelujoči

Kupec si pridržuje pravico, da javno naročilo odda na podlagi prvotnih ponudb brez dodatnih pogajanj

5.1.11. Dokumenti v zvezi z oddajo javnega naročila

Jeziki, v katerih so uradno na voljo dokumenti v zvezi z oddajo javnega naročila: norveščina

Naslov dokumentov v zvezi z oddajo javnega naročila: <https://permalink.mercell.com/281577992.aspx>

5.1.12. Pogoji javnega naročila

Pogoji za predložitev:

Elektronska predložitev: Obvezno

Naslov za predložitev: <https://permalink.mercell.com/281577992.aspx>

Jeziki, v katerih se lahko oddajo ponudbe ali prijave za sodelovanje: norveščina

Elektronski katalog: Ni dovoljeno

Potreben je napredni ali kvalificirani elektronski podpis ali žig (v skladu z Uredbo (EU) št. 910 /2014)

Variantne ponudbe: Ni dovoljeno

Rok za prejem prijav za sodelovanje: 22/06/2026 10:00:00 (UTC+00:00) Zahodnoevropski čas, GMT

Pogoji javnega naročila:

Izvajanje javnega naročila je treba zagotoviti v okviru programov zaščitene zaposlovanja: Ne

Elektronsko izdajanje računov: Obvezno

Uporabljen bo elektronsko naročanje: da

Uporabljen bo elektronsko plačevanje: da

5.1.15. Tehnike

Okvirni sporazum:

Ni okvirnega sporazuma

Informacije o dinamičnem nabavnem sistemu:

Ni dinamičnega nabavnega sistema

5.1.16. Dodatne informacije, mediacija in revizija

Organizacija za revizijo: Oslo tingrett

Informacije o rokih za revizijo: See the tender documentation and loa/FOA

Organizacija, ki daje dodatne informacije o revizijskih postopkih: Oslo tingrett

8. Organizacije

8.1. ORG-0001

Uradno ime: Stortinget

Registrska številka: 971524960

Poštni naslov: Karl Johans gate 22

Mesto: OSLO

Poštna številka: 0026

Podregija države (NUTS): Oslo (NO081)

Država: Norveška

Kontaktna točka: Seksjon for innkjøp
E-naslov: innkjop.postmottak@stortinget.no
Tel.: 23313050
Spletni naslov: <http://www.stortinget.no/>
Vloge te organizacije:
Kupec

8.1. **ORG-0002**

Uradno ime: Oslo tingrett
Registrska številka: 926725939
Mesto: oslo
Poštna številka: 0026
Podregija države (NUTS): Oslo (NO081)
Država: Norveška
Vloge te organizacije:
Organizacija za revizijo
Organizacija, ki daje dodatne informacije o revizijskih postopkih

Informacije o obvestilu

Identifikator/različica obvestila: 50e2f495-3db8-4fd2-aeb6-71f6ebf011f1 - 01
Vrsta obrazca: Javni razpis
Vrsta obvestila: Obvestilo o koncesiji ali naročilu – standardna ureditev
Podvrsta obvestila: 16
Datum pošiljanja obvestila: 18/05/2026 12:28:54 (UTC+00:00) Zahodnoevropski čas, GMT
Datum pošiljanja obvestila (ePošiljatelja): 18/05/2026 13:49:26 (UTC+00:00) Zahodnoevropski čas, GMT
Jeziki, v katerih je uradno dostopno to obvestilo: angleščina
Številka objave obvestila: 343841-2026
Številka izdaje UL S: 96/2026
Datum objave: 20/05/2026