

623705-2026 - Javni razpis

Norveška – Storitve informacijske tehnologije: svetovanje, razvoj programske opreme, internet in podpora – Digital system for registering cleaning and deviations.

OJ S 175/2026 10/09/2026

Obvestilo o koncesiji ali naročilu – standardna ureditev

Storitve

1. Kupec

1.1. Kupec

Uradno ime: Troms Fylkeskommune

E-naslov: postmottak@tromsfylke.no

Pravna vrsta kupca: Oseba javnega prava, ki jo obvladuje regionalni organ

Dejavnost javnega naročnika: Javna uprava

2. Postopek

2.1. Postopek

Naslov: Digital system for registering cleaning and deviations.

Opis: Background Troms County (TFK) manages buildings of 218,000 m², comprising i.a. schools, sports facilities, dental clinics, workplaces and other county buildings. The cleaning services are carried out by approx. 130 cleaners organised by teams, with a focus on flexible work forms, efficient use of resources and quality in the service delivery. The County municipality needs a more uniform, digital and documentable follow-up of cleaning across buildings, rooms and areas. The current systems do not provide sufficient support for registration and follow-up of work performed, deviations and quality measurements. Therefore there is a need for a system that makes it easy for cleaners to register work and register conditions that affect cleaning, for example rooms that cannot be cleaned, deviations or a lack of periodic cleaning. At the same time, the county needs a better overview and management information. Managers should be able to follow the status per building, area and room, identify areas that have not been cleaned and get a better basis for planning capacity, resource use and absence management. The cleaning quality shall be measured and documented in accordance with NS-INSTA 800. TFK would like systems that provide good support for quality follow-up, reporting and analysis, which contribute to increased user friendliness, better decision making and more efficient operation. The procurement is being made to establish a future orientated digital system that provides a better overview, more uniform practice, better documentation and more efficient management of deviations, quality follow-up and resource planning. Description of the assignment The assignment includes the delivery, establishment, operation and support of a digital cleaning system for Troms County. The system shall provide an overview of cleaning per building, room and area and it can be used by cleaners, substitutes, managers, administrators and operations managers where the work is carried out. The system shall support planning, implementation, documentation and follow-up of the cleaning services. The system shall, among other things: Give easy registration of completed cleaning, status and deviations. Support registration and follow-up of periodic cleaning. Give an overview of rooms and areas that have not been cleaned or where deviations are registered. Support quality measurements and documentation in accordance with NS-INSTA 800. Offer reports and management information that supports follow-up, documentation, analysis and resource planning. Support both short term and long term planning of

assignments and resources. Be able to integrate with existing and future MOM systems, as well as facilitate future integrations with other support systems, including possibilities for future use of sensor technology, such as dispensers, waste handling, machines and robots. The delivery shall include the necessary establishment and configuration of the building and room structure, user roles and access management, as well as training, user support and administrative assistance in connection with the introduction and use of the system. TFK would like a user friendly and visually oriented system that facilitates efficient operation, good quality control and future development of the cleaning services. Further requirements for functionality, technical conditions, security, privacy, integrations and service level are stated in the requirement specification.

Identifikator postopka: b4f9ad93-e6cc-458d-98d0-39e9fe9b8c9a

Notranji identifikator: cmogwmc8d000g04i912m76he4

Vrsta postopka: Odprti postopek

Postopek je pospešen: ne

Glavne značilnosti postopka: All interested suppliers can submit tender offers through Hyyr. The competition does not have a prequalification phase. The tenders will be evaluated directly, and dialogues or negotiations will not be allowed beyond minor clarifications and corrections of the tenders. Tenderers are strongly encouraged to follow the instructions given in this tender documentation with annexes and possibly ask questions about uncertainties in the communication module in Hyyr.

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): 80590000 Storitve mentorstva, 72227000 Storitve svetovanja na področju integracije programske opreme, 72260000 Storitve, povezane s programsko opremo, 72222300 Storitve informacijske tehnologije, 72250000 Sistemske in podporne storitve, 72220000 Storitve sistemskega in tehničnega svetovanja, 72310000 Storitve obdelave podatkov, 72253000 Storitve služb za pomoč uporabnikom in podporne storitve, 72212421 Storitve razvoja programske opreme za upravljanje naprav, 72222000 Storitve strateške revizije in načrtovanja na področju informacijskih sistemov ali tehnologij, 72300000 Podatkovne storitve, 72212000 Storitve programiranja aplikacijske programske opreme, 72200000 Storitve programiranja programske opreme in svetovanja pri programski opremi, 72212400 Storitve razvoja programske opreme za poslovne transakcije in osebno poslovanje

2.1.2. Kraj izvajanja

Poštni naslov: Postboks 6600

Mesto: Tromsø

Poštna številka: 9296

Podregija države (NUTS): Troms/Romsa/Tromssa (NO072)

Država: Norveška

Dodatne informacije: Norway

2.1.4. Splošne informacije

Pravna podlaga:

Direktiva 2014/24/EU

Anskaffelsesforskriften -

2.1.6. Razlogi za izključitev

5. Sklop

5.1. Sklop: LOT-0001

Naslov: Digital system for registering cleaning and deviations.

Opis: Background Troms County (TFK) manages buildings of 218,000 m², comprising i.a. schools, sports facilities, dental clinics, workplaces and other county buildings. The cleaning services are carried out by approx. 130 cleaners organised by teams, with a focus on flexible work forms, efficient use of resources and quality in the service delivery. The County municipality needs a more uniform, digital and documentable follow-up of cleaning across buildings, rooms and areas. The current systems do not provide sufficient support for registration and follow-up of work performed, deviations and quality measurements. Therefore there is a need for a system that makes it easy for cleaners to register work and register conditions that affect cleaning, for example rooms that cannot be cleaned, deviations or a lack of periodic cleaning. At the same time, the county needs a better overview and management information. Managers should be able to follow the status per building, area and room, identify areas that have not been cleaned and get a better basis for planning capacity, resource use and absence management. The cleaning quality shall be measured and documented in accordance with NS-INSTA 800. TFK would like systems that provide good support for quality follow-up, reporting and analysis, which contribute to increased user friendliness, better decision making and more efficient operation. The procurement is being made to establish a future orientated digital system that provides a better overview, more uniform practice, better documentation and more efficient management of deviations, quality follow-up and resource planning. Description of the assignment The assignment includes the delivery, establishment, operation and support of a digital cleaning system for Troms County. The system shall provide an overview of cleaning per building, room and area and it can be used by cleaners, substitutes, managers, administrators and operations managers where the work is carried out. The system shall support planning, implementation, documentation and follow-up of the cleaning services. The system shall, among other things: Give easy registration of completed cleaning, status and deviations. Support registration and follow-up of periodic cleaning. Give an overview of rooms and areas that have not been cleaned or where deviations are registered. Support quality measurements and documentation in accordance with NS-INSTA 800. Offer reports and management information that supports follow-up, documentation, analysis and resource planning. Support both short term and long term planning of assignments and resources. Be able to integrate with existing and future MOM systems, as well as facilitate future integrations with other support systems, including possibilities for future use of sensor technology, such as dispensers, waste handling, machines and robots. The delivery shall include the necessary establishment and configuration of the building and room structure, user roles and access management, as well as training, user support and administrative assistance in connection with the introduction and use of the system. TFK would like a user friendly and visually oriented system that facilitates efficient operation, good quality control and future development of the cleaning services. Further requirements for functionality, technical conditions, security, privacy, integrations and service level are stated in the requirement specification.

Notranji identifikator: cmogwmc9w000j04i9kjtiv1oe

5.1.1. Namen

Vrsta javnega naročila: Storitve

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

Opis možnosti: The initial contract period is 3 years to ensure stable operation, training and implementation of the system. Thereafter, the contractual relationship continues indefinitely to safeguard the need for continuity, at the same time that both parties have access to terminate the agreement through ordinary termination.

5.1.2. Kraj izvajanja

Poštni naslov: Postboks 6600

Mesto: Tromsø

Poštna številka: 9296

Podregija države (NUTS): Troms/Romsa/Tromssa (NO072)

Država: Norveška

Dodatne informacije: Norway

5.1.3. Predvideno trajanje

Datum začetka: 01/11/2026

Datum zaključka trajanja: 31/10/2029

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: Dokument v zvezi z oddajo naročila

5.1.10. Merila za oddajo javnega naročila

Merilo:

Vrsta: Cena

Ime: Price

Opis: The price form will be assessed under this criteria.

Kategorija merila za oddajo javnega naročila teža: Ponder (odstotek, srednja vrednost)

Številka v merilu za oddajo: 15

Merilo:

Vrsta: Kakovost

Ime: Quality

Opis: The tenderer's response to requirement 2.8. See the evaluation form that is attached requirements under this criteria.

Kategorija merila za oddajo javnega naročila teža: Ponder (odstotek, srednja vrednost)

Številka v merilu za oddajo: 25

Merilo:

Vrsta: Kakovost

Ime: Demonstration of system

Opis: Requirement 3.5, 3.8, 3.16, 5.3, 10.1 and 10.2 Tenderers shall submit a written response and demonstrate how the requirements are supported in the system, cf. the attached evaluation form. The contracting authority would also like access to the system via a test user for verification of the selected functionality. The assessment is based on: written responses, demonstrated functionality and work processes, experiences from testing with test users. Up to 2 hours will be put aside for demonstrations per tender. Each tenderer will be agreed to a demonstration date. The contracting authority would like execution in week 41.

Kategorija merila za oddajo javnega naročila teža: Ponder (odstotek, srednja vrednost)

Številka v merilu za oddajo: 60

Merilo:

Vrsta: Kakovost

Ime: Climate and environment

Opis: The procurement will be covered by the procurement regulations' provisions on a duty to weight climate and environmental considerations of 30%. The procurement regulation § 7-9 intends to have requirements and/or criteria that reduce the procurement's total climate footprint or environmental impact. The new digital system for registering cleaning and deviations will have a climate footprint and it will lead to an impact on the environment, both directly and indirectly by: - Development of server parks/data centres. - Use of energy in server parks/computer centres for both production of data, sending data and to cooling systems. - Handling electronic waste and recycling. - Resource use for data storage and processing power. DFØ has assessed climate intensity and central environmental impacts for procurement categories at a general level (main CPV code) and compiled the assessments in their Climate and Environment Risk list, ref. The climate and environmental risk list | Anskaffelser.no. The list provides for the relevant CPV codes in this procurement: - 48 Software and information systems - 72 Computer services: consultancy, software development, internet and system support. - 79 Business services; law, advertising, consultancy, employment, printing and security. ... that all have a low estimated climate intensity. Low climate intensity means less than 20 tonnes of CO2 equivalents per million kroner. Development of software is a service that normally contains elements that only have a marginal impact on climate and environment, and thus, in its nature, has a climate footprint and an environmental impact that is immaterial. The nature of the procurement is the development of software, where the main service is the tenderer's work efforts. There is no need for/set no requirements for physical travel/travel activity between TFK and the supplier during the contract period. The direct climate footprint as a result of the procurement is therefore expected to be of a modest character. However, if the sub-supplier and software producer chains take into consideration, climate footprint and environmental impact can occur in connection with the operation of data centres. TFK has little knowledge of an objective measure in order to evaluate the operation of a computer centre. We have learned in market mapping that there are not large differences between the tenderers at this point and it is therefore considered not to be suitable to separate the tenderers as an award criteria. The result of the climate and environmental mapping is that the procurement is assessed to have a climate footprint and an environmental impact that is immaterial, cf. the Public Procurement Regulations §7-9 (5). Based on its climate and environment mapping, TFK will use the exclusion provisions in the Public Procurement Regulations §7-9 fifth paragraph, as the procurement is assessed to have a climate footprint and an environmental impact that is immaterial.

5.1.11. Dokumenti v zvezi z oddajo javnega naročila

Naslov dokumentov v zvezi z oddajo javnega naročila: <https://hyyr.no/procurement/cmogwmc8d000g04i912m76he4>

5.1.12. Pogoji javnega naročila

Pogoji za predložitev:

Elektronska predložitev: Obvezno

Naslov za predložitev: <https://hyyr.no/procurement/cmogwmc8d000g04i912m76he4>

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

Elektronski katalog: Ni dovoljeno

Ponudniki lahko predložijo več kot eno ponudbo: Ni dovoljeno

Rok za prejem ponudb: 14/10/2026 12:00:00 (UTC+02:00) Vzhodnoevropski čas, srednjeevropski poletni čas

Obdobje, v katerem mora ponudba ostati veljavna: 90 Dnevi

Pogoji javnega naročila:

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

Pogoji, povezani z izvajanjem javnega naročila: See Tender Documents

Elektronsko izdajanje računov: Obvezno

Uporabljen bo elektronsko naročanje: ne

Uporabljen bo elektronsko plačevanje: ne

Finančna ureditev: See tender documents

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: NORD-TROMS OG SENJA TINGRETT

Organizacija, ki daje na voljo dodatne informacije o postopku za oddajo javnega naročila: Troms Fylkeskommune

Organizacija, ki daje dodatne informacije o revizijskih postopkih: NORD-TROMS OG SENJA TINGRETT

Organizacija, ki prejema prijave za sodelovanje: Hyyr AS

8. Organizacije

8.1. ORG-0001

Uradno ime: NORD-TROMS OG SENJA TINGRETT

Registrska številka: 926723022

Poštni naslov: Postboks 2510 Stakkevollan

Mesto: TROMSØ

Poštna številka: 9270

Podregija države (NUTS): Troms/Romsa/Tromssa (NO072)

Država: Norveška

Kontaktna točka: NORD-TROMS OG SENJA TINGRETT

Vloge te organizacije:

Organizacija za revizijo

Organizacija, ki daje dodatne informacije o revizijskih postopkih

8.1. ORG-0002

Uradno ime: Hyyr AS
Registrska številka: 924998687
Poštni naslov: Gaustadalléen 21
Mesto: Oslo
Poštna številka: 0349
Podregija države (NUTS): Oslo (NO081)
Država: Norveška
Kontaktna točka: Hyyr Support
E-naslov: admin@hyyr.no
Tel.: +47 90 63 65 38

Vloge te organizacije:

Organizacija, ki prejema prijave za sodelovanje

8.1. ORG-0003

Uradno ime: Troms Fylkeskommune
Registrska številka: 930068128
Poštni naslov: Postboks 6600
Mesto: Tromsø
Poštna številka: 9296
Podregija države (NUTS): Troms/Romsa/Tromssa (NO072)
Država: Norveška
Kontaktna točka: Troms Fylkeskommune
E-naslov: postmottak@tromsfylke.no
Tel.: +47 77788000

Vloge te organizacije:

Kupec

Organizacija, ki daje na voljo dodatne informacije o postopku za oddajo javnega naročila

Informacije o obvestilu

Identifikator/različica obvestila: 7053a8e7-92c7-40e9-b74e-1533ac5507d9 - 01

Vrsta obrazca: Javni razpis

Vrsta obvestila: Obvestilo o koncesiji ali naročilu – standardna ureditev

Podvrsta obvestila: 16

Datum pošiljanja obvestila: 09/09/2026 12:49:32 (UTC+02:00) Vzhodnoevropski čas, srednjeevropski poletni čas

Jeziki, v katerih je uradno dostopno to obvestilo: angleščina

Številka objave obvestila: 623705-2026

Številka izdaje UL S: 175/2026

Datum objave: 10/09/2026