

350486-2026 - Konkurrensetsättning

Norge – Programrelaterade tjänster – Welfare technology system for institutions and service recipients in residences with the accompanying response centre service and products.

OJ S 98/2026 22/05/2026

**Meddelande om upphandling eller koncession – standardsystem - Meddelande om ändring
Tjänster**

1. Upphandlare

1.1. Upphandlare

Officiellt namn: Ringsaker kommune

E-postadress: anho@ringsaker.kommune.no

Köparens rättsliga status: Offentligt styrt organ som kontrolleras av en lokal myndighet

Den upphandlande myndighetens verksamhet: Allmän offentlig förvaltning

2. Förfarande

2.1. Förfarande

Titel: Welfare technology system for institutions and service recipients in residences with the accompanying response centre service and products.

Beskrivning: The procurement includes: A joint SaaS platform for administration, operation and alarm reception Welfare technological units and sensors for service recipients in residences (approx. 1,000 private residences and 16 shared housing)Welfare technological units and sensors for 5 out of 7 nursing homes, with an option for the last two if the existing system cannot be transferred to the offered platform as well as a respite care centre. Response centre service for safety alarms (the home service) Training and supportOption on the replacement of welfare technological units and sensors for service recipients in private housingOption on door control on kms tømmerli Agreement applies to Ringsaker municipality's health and care services, including home services, 16 shared housing with approx. 100 users and institutions (7 pcs). Site inspection KMS Tømmerli: Tuesday 12.5.2026, 09.00 - 11.00. Meet at 09:00 at the main entrance. No registrations. Site inspections cannot be executed outside this point in time. Presentation days for tenders: Thursday and Friday 18 - 19.6.2026. Tenderers must set aside both days. Invitations will be sent out 16.6.

Förfarandets identifierare: 402d6324-f251-4132-8d40-ed8ed4ea9510

Intern identifierare: 2026/7944

Typ av förfarande: Öppet

Förfarandet är påskyndat: nej

Förfarandets viktigaste kännetecken: Contract formNS 8407 for installations at nursing homes and housing communitySSA-L 2026 for a platform solution, Contract for replacing welfare technological units and sensors for service recipients in private residences Contract for the response centre service Framework agreement for the hire and purchase of productsAbsoluted value of the procurement is NOK 100,000 excluding VAT. 70.000.000

2.1.1. Föremålet för upphandlingen

Kontraktets art: Tjänster

Huvudklassificering (cpv): 72260000 Programrelaterade tjänster

Ytterligare klassificering (cpv): 33195000 Patientövervakningssystem, 33196000 Medicinska hjälpmedel, 33196100 Hjälpmedel för äldre personer, 33196200 Hjälpmedel för

funktionshindrade personer, 35125100 Sensorer, 45314000 Installation av telekommunikationsutrustning, 48814000 Medicinska informationssystem, 80511000 Personalutbildning, 85312000 Socialvård utan inkvartering

2.1.2. Leveransplats

Del av land (NUTS): Innlandet (NO020)

Land: Norge

2.1.3. Värde

Beräknat värde exklusive moms: 30 000 000,00 NOK

2.1.4. Allmänna upplysningar

Rättslig grund:

Direktiv 2014/24/EU

Anskaffelsesforskriften - Above the EEA threshold

Anskaffelsesforskriften - Postponed tender deadline

2.1.6. Uteslutningsgrunder

Källor till uteslutningsgrunder: Europeiskt enhetligt upphandlingsdokument

5. Del (anbudsområde)

5.1. Del (anbudsområde): LOT-0000

Titel: Welfare technology system for institutions and service recipients in residences with the accompanying response centre service and products.

Beskrivning: The procurement includes: A joint SaaS platform for administration, operation and alarm reception Welfare technological units and sensors for service recipients in residences (approx. 1,000 private residences and 16 shared housing)Welfare technological units and sensors for 5 out of 7 nursing homes, with an option for the last two if the existing system cannot be transferred to the offered platform as well as a respite care centre. Response centre service for safety alarms (the home service) Training and supportOption on the replacement of welfare technological units and sensors for service recipients in private housingOption on door control on kms tømmerli Agreement applies to Ringsaker municipality's health and care services, including home services, 16 shared housing with approx. 100 users and institutions (7 pcs). Site inspection KMS Tømmerli: Tuesday 12.5.2026, 09.00 - 11.00. Meet at 09:00 at the main entrance. No registrations. Site inspections cannot be executed outside this point in time. Presentation days for tenders: Thursday and Friday 18 - 19.6.2026. Tenderers must set aside both days. Invitations will be sent out 16.6.

Intern identifierare: 2026/7944

5.1.1. Föremålet för upphandlingen

Kontraktets art: Tjänster

Huvudklassificering (cpv): 72260000 Programrelaterade tjänster

Ytterligare klassificering (cpv): 33195000 Patientövervakningssystem, 33196000 Medicinska hjälpmedel, 33196100 Hjälpmedel för äldre personer, 33196200 Hjälpmedel för funktionshindrade personer, 35125100 Sensorer, 45314000 Installation av telekommunikationsutrustning, 48814000 Medicinska informationssystem, 80511000 Personalutbildning, 85312000 Socialvård utan inkvartering

5.1.2. Leveransplats

Del av land (NUTS): Innlandet (NO020)

Land: Norge

5.1.3. Uppskattad löptid

Varaktighet: 36 Månader

5.1.5. Värde

Beräknat värde exklusive moms: 30 000 000,00 NOK

5.1.6. Allmänna upplysningar

Reserverad upphandling:

Deltagande är inte reserverat.

Upphandlingsprojekt som inte finansieras med EU-medel

Upphandlingen omfattas av Världshandelsorganisationens avtal om offentlig upphandling, GPA
: nej

5.1.9. Urvalskriterier

Källor till urvalskriterier: Europeiskt enhetligt upphandlingsdokument

5.1.10. Tilldelningskriterier

Kriterium:

Typ: Kvalitet

Namn: Quality - Solution proposal for KMS Tømmerli 30.0%

Beskrivning: The Municipal Medisian Centre (KMS) Tømmerli is considered by the Contracting Authority to be the nursing home, where a new welfare technological system shall first be installed. The solution proposal for this nursing home is therefore included in the evaluation and the stated implementation plan under the quality criteria "Plan for establishment /implementation of the Agreement" will be binding for the tenderer. The tenderer will be completely responsible for planning, coordinating and implementing the delivery at KMS Tømmerli, including ICT installation, cabling and commissioning of welfare technological equipment and infrastructure. The delivery is entirely regulated by NS 8407 and the accompanying annexes. The tenderer is obliged to indemnify Ringsaker municipality for requirements from sub-suppliers, installers and third parties in connection with the execution of the delivery at KMS Tømmerli. The Customer will, under this criteria, judgementally assess the tenderer's solution proposal for KMS Tømmerli, against the needs description for the unit /property. The customer will, under the assessment, particularly emphasise how the offered system supports employee work flow and the patients' needs. The tenderer shall also present the offered system per team. The presentation shall be uploaded with the tender. The maximum presentation time is 60 minutes. The presentation will be taken up and transcribed by the Contracting Authority. If the tenderer in the presentation informs about information that has not been written in the tender, this information will not be emphasised when evaluating the tenders, as this will result in improvements to the already submitted tender. Documentation Solution proposal for KMS Tømmerli Presentation of the offered system that shall be used during the presentation meeting.

Kriterium:

Typ: Pris

Namn: Price

Beskrivning: The tenderer's tender price, the total sum under the tab "Products", forms the basis for any price mark-up when the tenderer does not achieve the highest score on the quality criteria, cf. the Annex General regarding the procurement point 4.2 Evaluation Method. Documentation Tenderers shall upload in point 10.1 under the tab "Requirements": Completed price form Detailed price offers for the implementation plan Detailed price offer for the solution proposal at KMS Tømmerli, including an option for door control. Detailed price offer for an option on replacing safety technology at service recipients in private residences. Detailed price

offer for an option on preparing safety foil for service recipients in private residences. Detailed price offer for the offered platform system. Detailed price offers for SLA Detailed price offers for training The detailed tender must include all elements included in the offered system/price line in the annex Price Form Welfare Technology.

Kriterium:

Typ: Kvalitet

Namn: Quality - Plan for the establishment/implementation of the Agreement 20 %

Beskrivning: Under this criteria, the tenderer's plan for the implementation will be judgementally assessed. The contracting authority considers that it is very important that the establishment/implementation of the Contract is carried out in a professional and structured manner with clear role distribution and good progress in an operation situation with continual service provision. The tenderer shall prepare a plan for the implementation of the Agreement, c.f. The contract's point 4.1. The plan shall as a minimum contain: Generic detailed progress plan for Implementation of a platform system Implementation of the response centre service. KMS Tømmerli Overview of key personnel, including roles, responsibilities and authority for the different progress plans. Information on any sub-suppliers/third-party suppliers, as well as an account of the role, responsibility and authority. The contracting authority's role and responsibility in the different progress plans. Five milestones that ensure that the Customer intends, cf. the tab "Requirement" point 1.1 - these milestones, day fines will be attached to Other elements that the tenderer believes are important in the implementation of the agreement Documentation The plan for the establishment/implementation with the accompanying annexes shall be uploaded under the tab 'Requirements' point 10.3

Kriterium:

Typ: Kvalitet

Namn: Quality - offered system 20 %

Beskrivning: Under this criteria, the Customer will judge on the offered platform system's user friendliness and the offered products' possible additional fulfilment of minimum requirements (required functions and any other relevant functions beyond the minimum requirements). The tenderer's response to the Contracting Authority's needs/requirement specifications will form the basis for the evaluation. The contracting authority reserves the right to request a demo user for the offered platform system if needed. The demo user will, in such cases, only be used to check the service provider's provided information. The following robustness properties will be assessed separately during the evaluation of the products: Assortment breadth and depth Generally for all products Degree of water tightness of units exposed to humidity Battery capacity of the elements in the system (sensors, wireless switches etc.) Robustness against breakage Expected lifetime and operational reliability over time Documentation The tenderer's response under the tab "Requirements" will form the basis

Beskrivning av den metod som ska användas om viktning inte kan uttryckas med kriterierna: See below

5.1.11. Upphandlingsdokument

Språk som upphandlingsdokumenten är officiellt tillgängliga på: norska

Sista dag för att begära kompletterande information: 08/06/2026 08:00:00 (UTC+00:00)

Västeuropeisk tid

Adress till upphandlingsdokumenten: <https://permalink.mercell.com/281349455.aspx>

5.1.12. Upphandlingsvillkor

Villkor för inlämning:

Elektronisk inlämning: Krävs

Adress för inlämning: <https://permalink.mercell.com/281349455.aspx>

De språk som kan användas i anbudan eller anbudsansökningarna: norska
Elektronisk katalog: Ej tillåten
Avancerad eller kvalificerad elektronisk underskrift eller stämpel (enligt definitionen i förordning (EU) nr 910/2014) krävs
Alternativa anbud: Ej tillåten
Tidsfrist för mottagande av anbud: 15/06/2026 10:00:00 (UTC+00:00) Västeuropeisk tid
Varaktighet under vilken anbudet måste förbli giltigt: 4 Månader
Information om offentlig anbudsöppning:
Öppningsdatum: 15/06/2026 10:00:00 (UTC+00:00) Västeuropeisk tid
Kontraktsvillkor:
Kontraktet måste genomföras inom ramen för program för skyddad anställning: Nej
Elektronisk fakturering: Krävs
Elektronisk beställning kommer att användas: ja
Elektronisk betalning kommer att användas: ja

5.1.15. Metoder

Ramavtal:

Upphandlingen avser inte ett ramavtal

Information om det dynamiska inköpssystemet:

Upphandlingen avser inte ett dynamiskt inköpssystem

5.1.16. Kompletterande information, medling och prövning

Prövningsorganisation: Hedmarken og Østerdal tingrett

Information om tidsfrist för prövning: In the award letter

Organisation som ger mer information om prövningsförfaranden: Hedmarken og Østerdal tingrett

8. Organisationer

8.1. ORG-0001

Officiellt namn: Ringsaker kommune

Registreringsnummer: 864950582

Postadress: Postboks 13

Ort: BRUMUNDDAL

Postnummer: 2381

Del av land (NUTS): Innlandet (NO020)

Land: Norge

Kontaktpunkt: Ann Marit Holumsnes

E-postadress: anho@ringsaker.kommune.no

Tfn: +47 62335000

Webbadress: <http://www.ringsaker.kommune.no>

Den här organisationens roller:

Upphandlare

8.1. ORG-0002

Officiellt namn: Hedmarken og Østerdal tingrett

Registreringsnummer: 935364892

Ort: Hamar

Postnummer: 2326

Del av land (NUTS): Innlandet (NO020)

Land: Norge

Den här organisationens roller:

Prövningsorganisation

Organisation som ger mer information om prövningsförfaranden

10. Ändring

Version av det föregående meddelandet som ska ändras

:

38de16de-db50-4807-bdc3-00306bf9c5e3-01

Huvudskälet till ändringen

:

Information uppdaterad

10.1. Ändring

Identifierare för avsnitt: PROCEDURE

10.1. Ändring

Identifierare för avsnitt: LOT-0000

Information om meddelandet

Identifierare/version för meddelandet: 988f4be5-1e0c-4110-bdfe-e7f447b74f87 - 01

Formulärtyp: Konkurrensutsättning

Meddelandetyp: Meddelande om upphandling eller koncession – standardsystem

Meddelandets undertyp: 16

Avsändningsdatum för meddelandet: 21/05/2026 09:22:43 (UTC+00:00) Västeuropeisk tid

Datum för avsändning av meddelandet (eSender): 21/05/2026 09:36:32 (UTC+00:00)

Västeuropeisk tid

Språk som det här meddelandet finns officiellt tillgängligt på: engelska

Meddelandets publiceringsnummer: 350486-2026

EUT S-nummer: 98/2026

Publiceringsdatum: 22/05/2026