

646367-2026 - Konkurrensetsättning

Norge – IT-tjänster: konsultverksamhet, programvaruutveckling, Internet och stöd – 26182 Case handling system

OJ S 182/2026 21/09/2026

Meddelande om upphandling eller koncession – standardsystem

Tjänster

1. Upphandlare

1.1. Upphandlare

Officiellt namn: Innkjøpskontoret AS

E-postadress: post@innkjopskontoret.no

Köparens rättsliga status: Enhet med särskilda eller exklusiva rättigheter

Den upphandlande myndighetens verksamhet: Allmän offentlig förvaltning

1.1. Upphandlare

Officiellt namn: Nordre Follo kommune

E-postadress: postmottak@nordrefollo.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: 26182 Case handling system

Beskrivning: The competition is for the delivery of a cloud system for general case handling. The procurement's value is estimated to: above the EEA threshold. The volume is an estimate and is not binding for the contracting authority. See the procurement documents for further information. The contracting authority reserves the right to cancel the competition, i.a. in connection with budgetary coverage. This procurement is considered to have an immaterial impact on climate and the environment, cf. the Public Procurement Act § 5b third paragraph. The justification for this is that the procurement concerns the procurement of a digital system, where the procurement's nature means that the contracting authority has been cut off from affecting climate and environmental impact, as the requirements and criteria targeting these elements will not have sufficient connection to the delivery, cf. DFØ's environment supervisor. The obligation to make requirements for apprentices is considered to apply for this procurement, cf. the Procurement Act § 5h. See the contract for more information.

Förfarandets identifierare: f573e48a-f5e8-4e03-b5fc-47f0c8777dc5

Intern identifierare: 6241

Typ av förfarande: Öppet

Förfarandet är påskyndat: nej

2.1.1. Föremålet för upphandlingen

Kontraktets art: Tjänster

Huvudklassificering (cpv): 72000000 IT-tjänster: konsultverksamhet, programvaruutveckling, Internet och stöd

Ytterligare klassificering (cpv): 48000000 Programvara och informationssystem

2.1.2. Leveransplats

2.1.4. Allmänna upplysningar

Rättslig grund:

Direktiv 2014/24/EU

2.1.6. Uteslutningsgrunder

Källor till uteslutningsgrunder: Meddelande

Situation som enligt nationell lagstiftning motsvarar konkurs: Is the tenderer in a bankruptcy situation? Specify why, under the mentioned circumstances, one is able to carry out the contract, considering the current national provisions and measures for continuing the business activities? It is not necessary to provide this information if rejection of tenderers in such a situation is obligatory in accordance with the current national law with no exceptions, when the tenderer is still able to carry out the contract.

Konkurs: Is the tenderer in a bankruptcy situation? Specify why, under the mentioned circumstances, one is able to carry out the contract, considering the current national provisions and measures for continuing the business activities? It is not necessary to provide this information if rejection of tenderers in such a situation is obligatory in accordance with the current national law with no exceptions, when the tenderer is still able to carry out the contract.

Korruption: Is the tenderer himself or a person, who is a member of the tenderer's administration, management or supervisory body or has the competence to represent or control or make decisions in such bodies, by enforceable judgement been convicted of corruption by a verdict handed down not more than five years ago, or a rejection period determined directly in the judgement that still applies? Corruption as defined in Article 3 of the Convention on Combating Corruption, involving European Communities or European Union member states (EUT C 195 of 25.6.1997, s. 1), and in Article 2, point 1, in the Council's framework decision 2003/568/RIA of 22 July 2003 on combating corruption in the private sector (EUT L 192 of 31.7.2003, p. 54). This rejection reason also includes corruption as defined in national law for the contracting authority or supplier.

Ackordsuppgörelse med borgenärer: Is the supplier in a situation where he has been forced debt arrangement? Specify why, under the mentioned circumstances, one is able to carry out the contract, considering the current national provisions and measures for continuing the business activities? It is not necessary to provide this information if rejection of tenderers in such a situation is obligatory in accordance with the current national law with no exceptions, when the tenderer is still able to carry out the contract.

Deltagande i en kriminell organisation: Is the tenderer himself or a person, who is a member of the tenderer's administration, management or supervisory body or has the competence to represent or control or make decisions in such bodies, at the time a legally convicted verdict of participation in a criminal organisation by a verdict handed down no more than five years ago, or a rejection period set out directly in the judgement that still applies? Participation in a criminal organisation as defined in Article 2 of the Council's framework decision 2008/841/RIA of 24 October 2008 on control of organised crime (EUT L 300 of 11.11.2008, p. 42).

Avtal med andra ekonomiska aktörer med syfte att snedvrída konkurrensen: Has the tenderer entered into agreement(s) with other tenderers with the intention of turning the competition?

Åsidosättande av skyldigheter enligt miljölagstiftningen: Is the tenderer aware of breaches of environmental provisions as stated in national law, the relevant notice or procurement documents or Article 18 (2) of Directive 2014/24/EU.

Penningtvätt eller finansiering av terrorism: Is the tenderer himself or a person, who is a member of the tenderer's administration, management or supervisory body or has the

competence to represent or control or make decisions in such bodies, in the event a legal verdict has been convicted of money laundering or financing terrorism by a verdict handed down no more than five years ago, or a rejection period set out directly in the judgement that still applies? Money laundering or financing terrorism As defined in Article 1 of the European Parliament and Council Directive 2005/60/EF of 26 October 2005 on preventive measures against the use of the financial system for money laundering and financing terrorism (EUT L 309 of 25.11.2005, p. 15).

Bedrägerier: Is the tenderer himself or a person, who is a member of the tenderer's administration, management or supervisory body or has the competence to represent or control or make decisions in such bodies, at the time a legally convicted of fraud has been convicted of fraud by a verdict handed down not more than five years ago, or a rejection period determined directly in the judgement that still applies? Fraud included in Article 1 of the Convention on protection of the Financial Interests of the European Communities (EFT C 316 of 27.11.1995, p. 48).

Barnarbete och andra former av människohandel: Is the tenderer himself or a person, who is a member of the tenderer's administration, management or supervisory body or has the competence to represent or control or make decisions in such bodies, in the event a legal verdict has been convicted of child labour and other forms of human trafficking by a verdict handed down no more than five years ago, or a rejection period determined directly in the judgement that still applies? Child labour and other forms of human trafficking as defined in Article 2 of the European Parliament and council directive 2011/36/EU of 5. 1 April 2011 on the prevention and control of human trafficking and the protection of its victims and for compensation of the Council's framework decision 2002/629/RIA (EUT L 101 of 15.4.2011, p. 1).

Insolvens: Is the tenderer in an insolvency situation? Specify why, under the mentioned circumstances, one is able to carry out the contract, considering the current national provisions and measures for continuing the business activities? It is not necessary to provide this information if rejection of tenderers in such a situation is obligatory in accordance with the current national law with no exceptions, when the tenderer is still able to carry out the contract.

Åsidosättande av skyldigheter enligt arbetsrätten: Is the tenderer aware of breaches of provisions on working conditions as stated in national law, the relevant notice or procurement documents or Article 18 (2) of Directive 2014/24/EU.

Tvångsförvaltning: Specify why, under the mentioned circumstances, one is able to carry out the contract, considering the current national provisions and measures for continuing the business activities? It is not necessary to provide this information if rejection of tenderers in such a situation is obligatory in accordance with the current national law with no exceptions, when the tenderer is still able to carry out the contract.

Har lämnat oriktiga uppgifter, har undanhållit information, kan inte förete de handlingar som krävs eller har tillägnat sig konfidentiell information om förfarandet: Has the tenderer: a) given grossly incorrect information with the notification of the information required to verify that there is no basis for rejection, or of the qualification requirements being fulfilled, b) failed to provide such information, c) made reservations immediately to present the supporting documents requested by the contracting authority, or d) improperly affected the contracting authority's decision process to acquire confidential information that could give this an unlawful advantage in connection with competition, or negligently has given misleading information that can have a significant influence on decisions on rejection, selection or award?

Intressekonflikt på grund av deltagande i upphandlingsförfarandet: Is the tenderer aware of a conflict of interest as stated in national law, the relevant notice or procurement documents?

Direkt eller indirekt deltagande i förberedelserna av detta upphandlingsförfarande: Has the tenderer or an entity associated with the supplier advised the contracting authority or in another way been involved in the planning of the competition?

Allvarligt fel i yrkesutövningen: Has the tenderer committed serious errors in professional practice? If relevant, see the definitions in national law, the relevant notice or procurement documents.

Förtida uppsägning, skadestånd eller andra jämförbara sanktioner: Has the tenderer committed significant breaches of contract in connection with the fulfilment of a previous public contract, a previous contract with a public contracting authority or a previous concession contract, where the breach has led to the cancellation of the contract, compensation or other similar sanctions?

Åsidosättande av skyldigheter enligt sociallagstiftningen: Is the tenderer aware of breaches of provisions on social conditions as stated in national law, the relevant notice or procurement documents or Article 18 (2) of Directive 2014/24/EU.

Åsidosättande av skyldigheten att betala sociala avgifter: Have tenderers failed to fulfil all their social security obligations in the country where they are established and in their member state, if this is a different country than what he is established in?

Avbruten näringsverksamhet: Specify why, under the mentioned circumstances, one is able to carry out the contract, considering the current national provisions and measures for continuing the business activities? It is not necessary to provide this information if rejection of tenderers in such a situation is obligatory in accordance with the current national law with no exceptions, when the tenderer is still able to carry out the contract.

Åsidosättande av skyldigheten att betala skatter: Has the tenderer not fulfilled all of his tax and duty obligations in both the country where he is established and in the contracting authority's member state, if this is a different country than what he is established in?

Terroristbrott eller brott med anknytning till terroristverksamhet: Is the tenderer himself or a person, who is a member of the tenderer's administration, management or supervisory body, or has the competence to represent or control or make decisions in such bodies, in the event a legal verdict has been convicted of acts of terrorism or criminal acts connected to terrorist activities by a verdict handed down no more than five years ago, or a rejection period set directly in the judgement that still applies? Acts of terrorism or criminal acts relating to terrorist activity as defined in Article 1 and 3 of the Council's framework decision 2002/475/RIA of 13 June 2002 on combating terrorism (EFT L 164, af 22.6.2002, p. 3). This rejection reason also includes incitement to, participation or attempts to commit such actions as included in Article 4 in the mentioned framework decision.

Brott mot yrkesetiken vid upphandling av försvarsmateriel: Is the tenderer himself or a person, who is a member of the tenderer's administration, management or supervisory body, or has the competence to represent or control or make decisions in such bodies, have been legally convicted of offences regarding professional behaviour in defence procurements?

Bristande tillförlitlighet när det gäller att utesluta risker för landets säkerhet: Is the tenderer assessed to lack the reliability necessary to exclude the risk of national security?

Åsidosättande av skyldigheter som fastställts enligt nationella uteslutningsgrunder: The contracting authority shall state that in Norway there are national rejection reasons. These shall be described in the procurement documents. Tenderers must respond to whether they are in one or more of the situations described in the national rejection reasons.

5. Del (anbudsområde)

5.1. Del (anbudsområde): LOT-0001

Titel: 26182 Case handling system

Beskrivning: The competition is for the delivery of a cloud system for general case handling. The procurement's value is estimated to: above the EEA threshold. The volume is an estimate and is not binding for the contracting authority. See the procurement documents for further information. The contracting authority reserves the right to cancel the competition, i.a. in connection with budgetary coverage. This procurement is considered to have an immaterial impact on climate and the environment, cf. the Public Procurement Act § 5b third paragraph. The justification for this is that the procurement concerns the procurement of a digital system, where the procurement's nature means that the contracting authority has been cut off from affecting climate and environmental impact, as the requirements and criteria targeting these elements will not have sufficient connection to the delivery, cf. DFØ's environment supervisor. The obligation to make requirements for apprentices is considered to apply for this procurement, cf. the Procurement Act § 5h. See the contract for more information.
Intern identifierare: 8163

5.1.1. Föremålet för upphandlingen

Kontraktets art: Tjänster

Huvudklassificering (cpv): 72000000 IT-tjänster: konsultverksamhet, programvaruutveckling, Internet och stöd

Ytterligare klassificering (cpv): 48000000 Programvara och informationssystem

5.1.2. Leveransplats

Del av land (NUTS): Akershus (NO084)

Land: Norge

5.1.3. Uppskattad löptid

Startdatum: 14/11/2026

Varaktighet – annat: Obegränsat

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 : ja

5.1.7. Strategisk upphandling

Syftet med strategisk upphandling: Främjande av innovation

Beskrivning: Innovation

Innovationsupphandling: De upphandlade byggentreprenaderna, varorna eller tjänsterna innebär processinnovation., De upphandlade byggentreprenaderna, varorna eller tjänsterna är nya eller väsentligt förbättrade jämfört med andra byggentreprenader, varor eller tjänster som redan finns på marknaden.

5.1.9. Urvalskriterier

Källor till urvalskriterier: Meddelande

Kriterium: Andra ekonomiska eller finansiella krav

Beskrivning av urvalskriterium: Tenderers shall have their tax and VAT payments in order.

Documentation requirements: Certificate for tax and VAT that documents compliance with tax and duty conditions. Norwegian tenderers: The certificate can be ordered from the altinn.no (RF-1507). Foreign tenderers: Certificate issued by the competent authority of the member country, confirming that the tenderer has met the obligations in relation to the payment of VAT, taxes and social security contributions in the country where the tenderer/contractor belongs.

Note: The certificate shall not be older than 4 months from the tender deadline. The limit of four months is set to ensure that the certificate is valid at the time of award, cf. the Procurement Act § 5l, which states that the certificate shall not be older than 6 months calculated from the time of award. According to the regulations §17-1(4), the Contracting Authority does not have the opportunity to request the certificate if it has already been received. If you have submitted a tax certificate to the contracting authority and it is still valid at the time of the tender submission for this competition, you will not be required to present a certificate now. If so, state when you have previously submitted the certificate and to whom. You can, however, enclose the certificate voluntarily if you want.

Kriterium: Andra ekonomiska eller finansiella krav

Beskrivning av urvalskriterium: Requirements regarding the tenderer's economic and financial position: The economic capacity to fulfil this contract is required. Documentation requirements: The contracting authority will assess finances through the company and accounting information system Proff Forvalt (www.forvalt.no). The contracting authority reserves the right to obtain supplementary information about the tenderer's finances. Any need for support from other companies to fulfil this qualification requirement. If the tenderer is dependent on other companies to fulfil this qualification requirement, please provide an account below. The contracting authority will, in such cases, also assess the finances of the support business in the same way. If so, the contracting authority reserves the right to obtain supplementary information, commitment statements, bank guarantees etc.

5.1.10. Tilldelningskriterier

Kriterium:

Typ: Pris

Beskrivning: Prices and costs

Kategori av tilldelningskriteriet vikt: Viktning (procentandel, exakt)

Sifferangivelse för tilldelningskriterium: 25

Kriterium:

Typ: Kvalitet

Beskrivning: Solution proposals, functionality and user friendliness.

Kategori av tilldelningskriteriet vikt: Viktning (procentandel, exakt)

Sifferangivelse för tilldelningskriterium: 55

Kriterium:

Typ: Kvalitet

Beskrivning: Implementation

Kategori av tilldelningskriteriet vikt: Viktning (procentandel, exakt)

Sifferangivelse för tilldelningskriterium: 15

Kriterium:

Typ: Kvalitet

Beskrivning: Service and Assignment Specific Competence

Kategori av tilldelningskriteriet vikt: Viktning (procentandel, exakt)

Sifferangivelse för tilldelningskriterium: 5

Kriterium:

Typ: Kvalitet

Beskrivning: This procurement is considered to have an immaterial impact on climate and the environment, cf. the Public Procurement Act § 5b third paragraph. The justification for this is that the procurement concerns the procurement of a cloud system for general case handling, where the nature of the procurement means that the contracting authority has been cut off from affecting climate and environmental impact, as the requirements and criteria targeting

these elements will not have sufficient connection to the delivery, c.f. DFØ's environment supervisor.

Kategori av tildekningskriteriet vikt: Viktning (procentandel, exakt)

Sifferangivelse for tildekningskriterium: 0

5.1.11. Upphandlingsdokument

Åtkomsten till vissa opphandlingsdokument er begrenset

Information om begrensede dokument finnes på: <https://app.artifik.no/procurements/6241>

Ad hoc-kommunikasjonskanal:

Namn: e-Tendering

5.1.12. Upphandlingsvillkor

Villkor for innlemning:

Elektronisk innlemning: Krævs

Adress for innlemning: <https://app.artifik.no/procurements/6241>

De språk som kan användas i anbudet eller anbudssøkningsene: norske

Elektronisk katalog: Ej tillåten

Tidsfrist for mottagande av anbud: 27/10/2026 11:00:00 (UTC+00:00) Västereuropeisk tid

Varaktighet under vilken anbudet måste forbli giltigt: 71 Dager

Kontraktsvillkor:

Kontraktet måste gjennomføres innen rammen for program for beskyttet ansettelse: Nej

Villkor som gjelder gjennomføringen av kontrakten: N/A

Elektronisk fakturering: Krævs

Elektronisk bestilling kommer å användas: ja

Elektronisk betaling kommer å användas: ja

Økonomiske arrangement: N/A

5.1.15. Metoder

Ramavtal:

Opphandlingen avser inte ett ramavtal

Information om det dynamiske innkjøpssystemet:

Opphandlingen avser inte ett dynamisk innkjøpssystem

5.1.16. Kompletterende informasjon, medling og prøvning

Prøvningsorganisasjon: Vestfold tingrett

Organisasjon som ger kompletterende informasjon om opphandlingsførfarandet:

Innkjøpskontoret AS

Organisasjon som ger mer informasjon om prøvningsførfaranden: Innkjøpskontoret AS

Organisasjon som mottar anbudssøkningsene: Artifik AS

8. Organisationer

8.1. ORG-0001

Offisielt navn: Innkjøpskontoret AS

Registreringsnummer: 912467198

Postadresse: Nygata 2

Ort: HORTEN

Postnummer: 3189

Del av land (NUTS): Vestfold (NO093)

Land: Norge

Kontaktpunkt: Arne Hvidsten

E-postadress: post@innkjopskontoret.no

Tfn: +47 99721995

Webbadress: <https://www.innkjopskontoret.no>

Köparprofil: <https://www.innkjopskontoret.no>

Den här organisationens roller:

Upphandlare

Organisation som ger kompletterande information om upphandlingsförfarandet

Organisation som ger mer information om provningsförfaranden

8.1. ORG-0002

Officiellt namn: Nordre Follo kommune

Registreringsnummer: 922092648

Postadress: Postboks 3010

Ort: Ski

Postnummer: 1402

Del av land (NUTS): Akershus (NO084)

Land: Norge

E-postadress: postmottak@nordrefollo.kommune.no

Tfn: +47 02178

Webbadress: <https://www.nordrefollo.kommune.no/>

Köparprofil: <https://www.nordrefollo.kommune.no/>

Den här organisationens roller:

Upphandlare

8.1. ORG-0003

Officiellt namn: Vestfold tingrett

Registreringsnummer: 926723618

Postadress: Postboks 2013

Ort: Tønsberg

Postnummer: 3103

Del av land (NUTS): Vestfold (NO093)

Land: Norge

E-postadress: vestfold.tingrett@domstol.no

Tfn: +47 33206700

Webbadress: <https://www.domstol.no/no/domstoler/tingrett/vestfold-tingrett/>

Den här organisationens roller:

Prövningsorganisation

8.1. ORG-0004

Officiellt namn: Artifik AS

Registreringsnummer: 925364967

Postadress: Stortingsgata 12

Ort: Oslo

Postnummer: 0161

Del av land (NUTS): Oslo (NO081)

Land: Norge

E-postadress: support@artifik.no

Webbadress: <https://artifik.no>

Den här organisationens roller:

Upphandlingstjänsteleverantör

Organisation som mottar anbudsansökningar

Information om meddelandet

Identifierare/version för meddelandet: 6c830e6b-10b5-431c-99c3-989c25a2ca2d - 01

Formulärtyp: Konkurrensutsättning

Meddelandetyp: Meddelande om upphandling eller koncession – standardsystem

Meddelandets undertyp: 16

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