

760912-2025 - Competition

Norway – IT services: consulting, software development, Internet and support – Procurement of development and management of digital services in Oslo municipality, 2nd publication

OJ S 221/2025 17/11/2025

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Oslo kommune v/ Utviklings- og kompetanseetaten

Email: postmottak@uke.oslo.kommune.no

Legal type of the buyer: Body governed by public law, controlled by a local authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Procurement of development and management of digital services in Oslo municipality, 2nd publication

Description: The agreement shall ensure that Oslo municipality has access to the correct competence and capacity to develop, manage and further develop digital services of high quality for inhabitants, employees and businesses. The agreement shall support the municipality's technological development and contribute to meeting future needs. The services provided in the contract period will be characterised by a high rate of change within technology. There are, therefore, requirements for flexibility, innovation and continual improvement. This contract shall mainly safeguard consultancy services within system development, microservice architecture and running environment. There can also be a need for resources to support the municipality's strategic work for the further development of the municipality's microservice architecture with the accompanying infrastructure, and running environment with the accompanying framework and methodology. When large projects are run in the municipality, there may also be a need for technical project coordinators between the project and the development environment. In periods with high working pressure, personnel in more administrative roles can also be required who relieve the Contracting Authority and who support the development teams in their implementation. The contracting authority would like to use top competence where appropriate and would like this to be proactively promoted by the Tenderer as needed. See the attached tender documentation for further details.

Procedure identifier: 7dd7beb8-0784-47eb-8b4e-7eb7b11f7613

Internal identifier: 1838

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support

Additional classification (cpv): 72200000 Software programming and consultancy services, 72210000 Programming services of packaged software products, 72212000 Programming

services of application software, 72212100 Industry specific software development services, 72212400 Business transaction and personal business software development services, 72212500 Communication and multimedia software development services, 72220000 Systems and technical consultancy services, 72222000 Information systems or technology strategic review and planning services, 72222300 Information technology services, 72227000 Software integration consultancy services, 72260000 Software-related services, 72266000 Software consultancy services, 72500000 Computer-related services, 72510000 Computer-related management services, 72600000 Computer support and consultancy services

2.1.2. Place of performance

Country subdivision (NUTS): Oslo (NO081)

Country: Norway

2.1.3. Value

Estimated value excluding VAT: 360 000 000,00 NOK

Maximum value of the framework agreement: 540 000 000,00 NOK

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Notice

Analogous situation like bankruptcy, insolvency or arrangement with creditors under national law: 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. Bankruptcy: 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. Corruption: 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 enforceable verdict has 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.

Arrangement with creditors: 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.

Participation in a criminal 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 combating organised crime (EUT L 300 of 11.11.2008, p. 42).

Agreements with other economic operators aimed at distorting competition: Has the tenderer entered into agreement(s) with other tenderers with the intention of turning the competition?

Breaching of obligations in the fields of environmental law: 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.

Money laundering or terrorist financing: 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).

Fraud: 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).

Child labour and including other forms of trafficking in human beings: 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).

Insolvency: 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. Breaching of obligations in the fields of labour law: 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.

Assets being administered by liquidator: 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.

Misrepresentation, withheld information, unable to provide required documents or obtained confidential information of this procedure: 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?

Conflict of interest due to its participation in the procurement procedure: Is the tenderer aware of a conflict of interest as stated in national law, the relevant notice or procurement documents?

Direct or indirect involvement in the preparation of this procurement procedure: 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?

Grave professional misconduct: Has the tenderer committed serious errors in professional practice? If relevant, see the definitions in national law, the relevant notice or procurement documents.

Early termination, damages, or other comparable sanctions: 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?

Breaching of obligations in the fields of social law: 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.

Breaching obligation relating to payment of social security contributions: 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?

Business activities are suspended: 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.

Breaching obligation relating to payment of taxes: 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?

Terrorist offences or offences linked to terrorist activities: 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 out 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, of 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.

Offence concerning its professional conduct in the domain of defence procurement: 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?

Lack of reliability to exclude risks to the security of the country: Is the tenderer assessed to lack reliability that is necessary to exclude the risk of national security?

Breaching of obligations set under purely national exclusion grounds: 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. Lot

5.1. Lot: LOT-0001

Title: Procurement of development and management of digital services in Oslo municipality, 2nd publication

Description: The agreement shall ensure that Oslo municipality has access to the correct competence and capacity to develop, manage and further develop digital services of high quality for inhabitants, employees and businesses. The agreement shall support the municipality's technological development and contribute to meeting future needs. The services provided in the contract period will be characterised by a high rate of change within technology. There are, therefore, requirements for flexibility, innovation and continual improvement. This contract shall mainly safeguard consultancy services within system development, microservice architecture and running environment. There can also be a need for resources to support the municipality's strategic work for the further development of the municipality's microservice architecture with the accompanying infrastructure, and running environment with the accompanying framework and methodology. When large projects are run in the municipality, there may also be a need for technical project coordinators between the project and the development environment. In periods with high working pressure, personnel in more administrative roles can also be required who relieve the Contracting Authority and who support the development teams in their implementation. The contracting authority would like to use top competence where appropriate and would like this to be proactively promoted by the Tenderer as needed. See the attached tender documentation for further details.

Internal identifier: 2549

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support

Additional classification (cpv): 72200000 Software programming and consultancy services, 72210000 Programming services of packaged software products, 72212000 Programming services of application software, 72212100 Industry specific software development services, 72212400 Business transaction and personal business software development services, 72212500 Communication and multimedia software development services, 72220000 Systems and technical consultancy services, 72222000 Information systems or technology strategic review and planning services, 72222300 Information technology services, 72227000 Software integration consultancy services, 72260000 Software-related services, 72266000 Software consultancy services, 72500000 Computer-related services, 72510000 Computer-related management services, 72600000 Computer support and consultancy services

5.1.2. Place of performance

Country subdivision (NUTS): Oslo (NO081)

Country: Norway

5.1.3. Estimated duration

Duration: 24 Months

5.1.4. Renewal

Maximum renewals: 2

Other information about renewals: 1 + 1 year. The contracting authority has an option to extend the contract for up to 1+1 years on unchanged terms.

5.1.6. General information

Reserved participation:

Participation is not reserved.

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): yes

5.1.9. Selection criteria

Sources of selection criteria: Notice

Criterion: Enrolment in a trade register

Description of selection criterion: The tenderer shall be a legally established company.

Documentation requirements: Norwegian companies: Company Registration Certificate

Foreign companies: Proof that the company is registered in a trade or business register as prescribed by the law of the country where the company is established.

Criterion: Other economic or financial requirements

Description of selection criterion: Tenderers must have sufficient economic and financial capacity to be able to fulfil the contract. Documentation requirements: The contracting authority will obtain a credit rating from Experian on its own initiative. The Contracting Authority reserves the right to obtain the company's last Annual Financial Statements including notes, the Board's Annual Reports and Audit Reports, as well as new information of relevance to the company's fiscal figures. If a tenderer has a justifiable reason (e.g. newly started company) of not submitting the documentation that the Contracting Authority has required, he can document his economic and financial capacity with any other document that the Contracting Authority deems suitable.

Criterion: Measures for ensuring quality

Description of selection criterion: Tenderers shall have a relevant quality assurance system for the content of the contract. Documentation requirements: A description of the tenderer's quality assurance measures. Alternatively: Certificate for the company's quality assurance system issued by independent bodies that confirms the tenderer fulfils certain quality assurance standards, for example ISO 9001:2015.

Criterion: References on specified deliveries

Description of selection criterion: Tenderers shall have experience from comparable contracts. Comparable assignments means the delivery of - Development, operation and further development of support systems and integrations within joint systems and joint services. - Operation and ongoing maintenance of infrastructure and running environment, including monitoring, patching and error recovery in close cooperation with the contracting authority's system operation agreement supplier. - Development, operation and further development of

web based applications, APIs and micro services. Documentation requirements: Short description of the three most important deliveries in the last three years, including information on the contract's value, date of delivery, as well as the name of the contracting authority and a description of the assignment's content.

Criterion: Average yearly manpower

Description of selection criterion: The tenderer must have good capacity to carry out the contract. Documentation requirements: A description of the tenderer's average workforce, including the number of consultants and the number in the administration and management as of 1 November 2025. Documented by the completed document "DEL I Annex 3 Capacity".

5.1.10. Award criteria

Criterion:

Type: Price

Description: Price

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 30

Criterion:

Type: Quality

Description: Cooperation with the contracting authority and supporter in the digitalisation work.

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 25

Criterion:

Type: Quality

Description: Recruitment and quality of the assignment

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 25

Criterion:

Type: Quality

Description: Competence of named consultants

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 20

Criterion:

Type: Quality

Description: As the procurement concerns a service procurement where the Contracting Authority procures human resources to carry out an assignment, the Contracting Authority considers that the procurement is of its nature has a climate footprint and an environmental impact that is immaterial and therefore has not stated award criteria or requirements regarding climate and environment in accordance with PPR § 7-9. This is justified by the fact that any climate footprint and environmental impact associated with this procurement are beyond what can be seen as the nature of the procurement, and the nature of the procurement creates an immaterial climate footprint and an immaterial environmental impact.

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 0

5.1.11. Procurement documents

Access to certain procurement documents is restricted

Information about restricted documents is available at: <https://app.artifik.no/procurements/1838>

Ad hoc communication channel:

Name: e-Tendering

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://app.artifik.no/procurements/1838>

Languages in which tenders or requests to participate may be submitted: English, Norwegian

Electronic catalogue: Not allowed

Deadline for receipt of tenders: 19/12/2025 11:00:00 (UTC+00:00) Western European Time, GMT

Duration during which the tender must remain valid: 47 Days

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: No

Conditions relating to the performance of the contract: N/A

Electronic invoicing: Required

Electronic ordering will be used: yes

Electronic payment will be used: yes

Financial arrangement: N/A

5.1.15. Techniques

Framework agreement:

Framework agreement, without reopening of competition

Maximum number of participants: 1

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Review organisation: Oslo tingrett

Organisation providing additional information about the procurement procedure: Oslo kommune v/ Utviklings- og kompetanseetaten

Organisation providing more information on the review procedures: Oslo kommune v/ Utviklings- og kompetanseetaten

Organisation receiving requests to participate: Artifik AS

8. Organisations

8.1. ORG-0001

Official name: Oslo kommune v/ Utviklings- og kompetanseetaten

Registration number: 971183675

Postal address: Postboks 6538 Etterstad

Town: Oslo

Postcode: 0606

Country subdivision (NUTS): Oslo (NO081)

Country: Norway

Contact point: Thomas Fichtner

Email: postmottak@uke.oslo.kommune.no

Telephone: +47 21802180

Internet address: <https://www.oslo.kommune.no/etater-foretak-og-ombud/utviklings-og-kompetanseetaten/>

Buyer profile: <https://www.oslo.kommune.no/etater-foretak-og-ombud/utviklings-og-kompetanseetaten/>

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

Organisation providing more information on the review procedures

8.1. ORG-0002

Official name: Oslo tingrett

Registration number: 926725939

Postal address: Postboks 2106 Vika

Town: Oslo

Postcode: 0125

Country subdivision (NUTS): Oslo (NO081)

Country: Norway

Email: oslo.tingrett@domstol.no

Telephone: +47 22035200

Internet address: <https://www.domstol.no/no/domstoler/tingrett/oslo-tingrett/>

Roles of this organisation:

Review organisation

8.1. ORG-0003

Official name: Artifik AS

Registration number: 925364967

Postal address: Stortingsgata 12

Town: Oslo

Postcode: 0161

Country subdivision (NUTS): Oslo (NO081)

Country: Norway

Email: support@artifik.no

Telephone: +47 46630107

Internet address: <https://artifik.no>

Roles of this organisation:

Procurement service provider

Organisation receiving requests to participate

Notice information

Notice identifier/version: af6c3042-c04b-4f6d-8d49-7b9564919315 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

Notice dispatch date: 14/11/2025 13:19:22 (UTC+00:00) Western European Time, GMT

Languages in which this notice is officially available: English

Notice publication number: 760912-2025

OJ S issue number: 221/2025

Publication date: 17/11/2025