



Sykehusinnkjøp HF

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Competition regulations

Invitation to submit application for prequalification

Competitive dialogue

Observability platform to Sykehuspartner HF

Reference number: 2026/83491



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1. General information

1.1. Contracting Authority and Customer

The Contracting Authority for this procurement is Sykehusinnkjøp HF.

Sykehusinnkjøp HF is owned by the four regional health authorities in Norway: Southern and Eastern Regional Health Authority; Western Regional Health Authority; Central Regional Health Authority; and Northern Regional Health Authority, each holding a 25% ownership share. The organization has both strategic and operational responsibility for procurement within the specialist health services.

During the procurement process, Sykehusinnkjøp HF acts as a Contracting Authority in accordance with the public procurement regulations and may be subject to legal action or complaints in dispute proceedings related to alleged errors in the procurement process. For further information, please see www.sykehusinnkjop.no

Sykehusinnkjøp HF conducts the procurement on behalf of the Customer. The customer under this agreement is Sykehuspartner HF.

1.1.1. Sykehuspartner Hospital Trust

Sykehuspartner HF provides ICT, project, logistics and HR services to all hospitals in the South-Eastern Norway Regional Health Authority. They operate and manage vital ICT systems for hospitals, both clinical and administrative applications, ICT infrastructure, networks and workspaces for 81,000 users. For further information, see www.sykehuspartner.no

1.1.2. South-Eastern Norway Regional Health Authority

The South-Eastern Norway Regional Health Authority (Helse Sør-Øst RHF) is the state health trust group that is responsible for specialist health services in the South-Eastern part of Norway. The enterprise is organized as a parent company (regional health trust), with 11 underlying subsidiaries that are organized as independent health trusts with their own responsibility for results and with employer responsibility for their employees.

South-Eastern Norway is the country's largest health region with responsibility for specialist health services for a population of 3.1 million people. Turnover is approx. 101 billion kroner. For further information, see www.helse-sorost.no

1.2. Tenderer versus Contractor

For the avoidance of doubt, the term *Tenderer* is used as designation of the suppliers participating in this competition, while *Contractor* is used as designation of the supplier awarded a contract.

1.3. Purpose and scope

1.3.1. Purpose

Sykehuspartner manages a complex ICT environment for the hospitals and other healthcare organizations in the South-Eastern part of Norway. Several services support critical hospital functions necessitating stable operation, rapid fault detection, efficient incident handling, and strong insight into the infrastructure and application domains.

Sykehuspartner is seeking a solution that provides observability and AIOps capabilities that can improve insight into the health and performance of infrastructure and services across this environment. A good overview is required across infrastructure, platforms, applications and service layers, including interdependencies.



The main users of the solution will be the Sykehuspartner Operations Centre, which is responsible for monitoring applications and underlying infrastructure like servers and network infrastructure. The Operations Centre also plays an important role in critical-incident management and emergency preparedness. The centre is staffed 24/7 from Skøyen in Oslo and consists of 27 employees. The project involves replacing the current primary monitoring tools and will indirectly benefit all users of ICT services in HSØ through more stable and efficient operations.

1.3.2. Scope

The scope of this procurement is to acquire an observability platform that enables improved operational insight, faster incident resolution and more proactive management of ICT services. The objective is to procure a unified solution (“single pane of glass”) that meets the project goals.

In this competition, the terms *health trust* and *service* are used. *Health trusts* should be understood as separate entities within the wider regional health authority structure. *Services* refer to business services that provide value to the organization, such as applications, network services, routers, databases, including all underpinning infrastructure.

The project goals include the following outcomes:

- The solution supports modern detection capabilities such as dynamic thresholds, baselining and anomaly detection, enabling identification of deviations from normal behaviour without relying solely on static thresholds.
- The solution enables collection, storage and analysis of telemetry data from a wide array of different sources – network (largely Cisco), firewalls, servers, databases and applications – in the form of metrics, events, logs and traces. The solution unifies the data into an operational dataset with advanced correlation and root cause analysis capabilities.
- The solution identifies incidents, anomalies and performance issues at an early stage. The solution supports efficient root cause analysis across services, client workstations and a wide area of infrastructure components.
- The solution provides increased situational awareness for operational personnel by correlating telemetry data and highlighting relevant context and service relationships.
- The solution provides visibility into dependencies between business processes and underlying technical services, supporting impact analysis and prioritization during incidents. SLA, SLO and SLIs are retrieved from an external CMDB and are part of the automatic assessment.
- The solution enables collection, storage and analysis of telemetry data (MELT) from a wide range of sources using agents, agentless integrations, APIs, streaming telemetry and open standards such as OpenTelemetry. The solution supports ingestion and correlation of data from these sources on equal terms, ensuring consistent observability across hybrid and multi-cloud environments, including major cloud providers like AWS and Azure.
- The solution enables interactive analysis of correlated metrics, events, logs and traces to support both real-time operations and continuous improvement activities.
- End-to-end monitoring capabilities are delivered across applications, servers, databases and network components (WAN, LAN, data centres), ensuring holistic visibility of the ICT environment and the components that affect the health and performance of each



application. The solution provides ingestion, processing, correlation and analysis of telemetry data within a unified solution.

- Robustness and continuity are ensured through support for local survivability and “Minimum Viable Observability” in outage situations. The project also enables a clear and feasible exit strategy to reduce the impact of vendor lock-in.

1.3.3. Estimated total procurement value

The Contracting Authority estimates the total value of the procurement to be between NOK 100 million and NOK 200 million excluding VAT over the anticipated contract period, including expected extensions and options.

The procurement is intended for an enterprise-scale environment supporting critical healthcare services and more than 80,000 end users. The scope under the agreement is a large and diverse ICT environment comprising applications, servers, databases, network infrastructure, data centres, client environments, cloud services and multiple security zones.

The estimate is provided solely to indicate the expected scale of the procurement. It does not constitute a budget, a price indication, a guaranteed purchase volume or a commitment to purchase services up to any particular amount. The final scope, volume assumptions, contract structure and pricing model will be developed during the dialogue.

1.3.4. Operational practices in Sykehuspartner

The Sykehuspartner Operations Centre and its operational personnel serve as the first line of response to operational events and alerts identified across the ICT environment. The Operations Centre is responsible for initial analysis, situational awareness, coordination and resolution of incidents where possible. When deeper investigation or specialist expertise is required, incidents are escalated to the appropriate operational teams.

Subject matter expert (SME) teams are responsible for their respective technology domains, including applications, databases, servers, virtualization, network infrastructure, telecommunications, storage and end user computing. These teams are involved when incidents require deeper investigation or corrective actions within their area of responsibility.

Today, operational personnel often receive technical alerts without sufficient context regarding service impact, affected users or likely root cause. Identifying the source of an issue frequently requires involvement from multiple SME teams and manual correlation of information across several tools.

A key objective of this procurement is to improve situational awareness and root cause identification across technology domains. Another key objective is to help the Operations Centre and its operational personnel understand service impact, identify affected services and users, correlate signals across different technology layers and provide actionable context for troubleshooting and prioritization. Capabilities for identifying likely root causes, proposing potential remediation actions and providing insights that support continuous optimisation of services and infrastructure are of high importance.

The project seeks to implement a shift-left operating model where more analysis, decision making and incident handling can be performed by the Operations Centre before escalation to SME teams, including support for automation of common operational tasks and recurring operational issues where appropriate.



A long-term goal for the Operations Centre is to reduce the time required to understand what is happening, determine why it is happening and involve the right teams at the right time.

1.4. Costs

Tenderers are expected to prepare and submit the tender at their own expense and risk. Costs and expenses incurred by the Tenderer related to this procurement shall be borne by the Tenderer. The Contracting Authority undertakes no economic liability for work performed in connection with the Tenderer's participation in the competition.

1.5. Agreement

The Customer plans to use the following agreement:

SSA-L - Agreement concerning Ongoing Purchase of Services via the Internet

Final choice of form of agreement(s) will be made during the dialogue phase, and no later than together with the invitation to submit the final tender.

The agreement(s) is/are based on the Standard Terms and Conditions for IT-Procurement provided by the Norwegian Agency for Public and Financial Management (DFØ), which is a part of the Norwegian Government. Other agreements may also be relevant and will be considered in the dialogue phase.

A Data Processing Agreement between the Customer and the Subcontracted Data Processor will be established in accordance with the General Data Protection Regulation (GDPR) – the Customer prefers the Customer's own template (see attachment).

1.6. Duration of the agreement

The duration of the agreement will depend on the chosen agreement(s).

For SSA-L the Agreement will be for a term of three (3) years calculated as from the delivery date. The Agreement shall thereafter be renewed automatically for a term of one (1) year at a time, unless the Customer terminates the Agreement by giving three (3) months' notice prior to the renewal date. The Contractor may terminate the Agreement by giving twelve (12) months' notice prior to the renewal date.

1.7. The competition documents

The competition documents include this document and the following attachments:

Documents	Comments
Application letter	Template
Response Form: Technical and Professional Qualifications	Template
SSA-L	Draft
SSA-L Appendices	Draft
Customer's needs and requirements - User stories - Scenarios	Preliminary requirements
Self-declaration on non-Russian involvement	Template
Customer's Data Processing Agreement for Subcontractors	Draft
Parent Company Guarantee	Template
Declaration of commitment	Template



Other documents will be introduced during both dialogue and tender phase, such as “Invitation to dialogue” and “Invitation to final tender”. Further details regarding the subsequent phases relevant to the selected Tenderers are provided herein.

1.8. Timetable

Activity	Date
Qualification phase	
Deadline for asking questions regarding qualification	See procurement system
Deadline for submitting application	See procurement system
Notification of the result of the qualification	Week 43
Dialogue phase	
Invitation to submit solution proposal	Week 43
Deadline for asking questions	TBD
Deadline for submitting solution proposal	TBD
Dialogue/demonstration/reference visit	Week 48-49
Invitation to submit test tender	TBD
Deadline for submitting test tender	TBD
Tender phase	
Invitation to submit final tender	TBD
Deadline for asking questions	TBD
Deadline for submitting final tender	TBD
Allocation decision and notification to the Contractors	TBD
Signing and entering into agreement(s)	TBD

All activities, dates and times are tentative.



2. Procurement rules

2.1. Procurement procedure

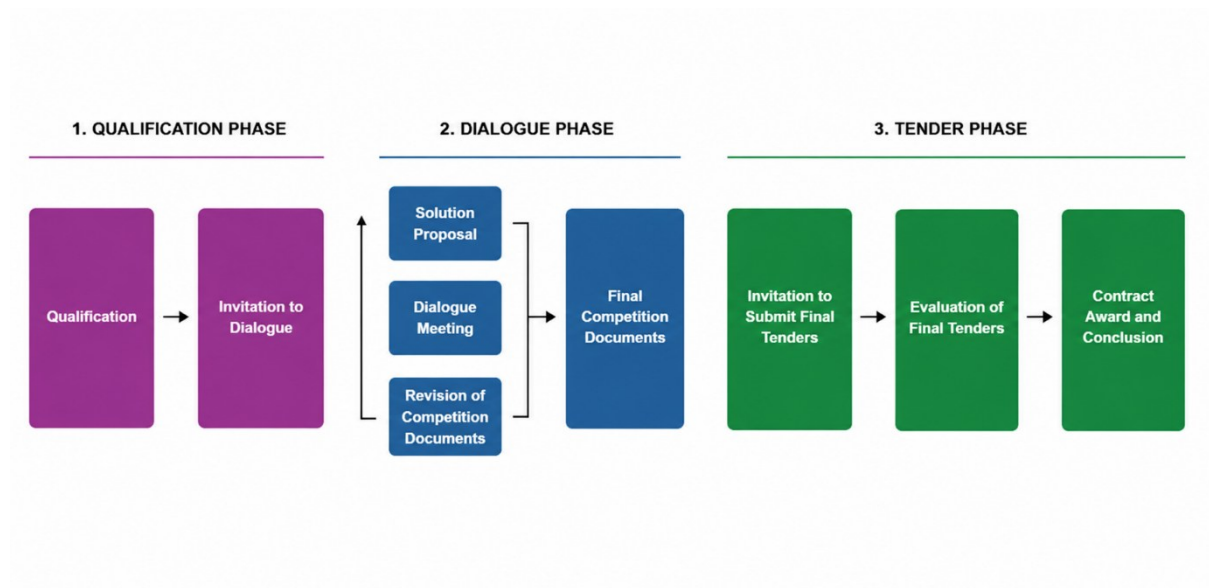
This procurement will be conducted as a competitive dialogue, in accordance with Part I and III of the Public Procurement Act of 17 June 2016 no. 73 and regulations 2016 no. 12 August 2016 no. 974.

The Contracting Authority has chosen competitive dialogue because the procurement concerns a complex and business-critical combination of platform capabilities, integrations, operational processes, implementation services, support arrangements and commercial models.

The Contracting Authority is not currently able to define with sufficient precision the technical, contractual and financial arrangements that will best meet its needs. Dialogue is therefore required to identify and develop suitable solutions and to establish an appropriate requirements specification, contract structure and pricing model before final tenders are requested.

The procurement will be carried out in three phases:

1. Qualification phase
2. Dialogue phase
3. Tender phase



2.1.1 Qualification phase

The competition begins with a qualification phase, where all interested Tenderers are allowed to submit a request to participate in the competition. However, only those Tenderers who meet the qualification requirements and have been invited will be given the opportunity to participate in the dialogue and tender phases, and to submit a tender.

To the extent that a sufficient number of qualified Tenderers is available, the Contracting Authority will select a limited number of suppliers to participate in the competition, however a minimum of three (3) Tenderers. Any selection among qualified Tenderers to participate in the competition will be made on the basis of the selection criteria in Chapter 3.5.



2.1.2 Dialogue phase

All Tenderers must first submit a request to participate in the competition and then await a possible invitation to the dialogue phase. Tenderers who submit a request but are not invited will be notified of this.

The dialogue phase is initiated by selected Tenderers being invited to participate and to prepare a proposed solution based on the Customer's needs and requirements specification.

A draft description of needs and requirements specification is described in SSA-L, Appendix 1. Please note that the requirements are preliminary and will be subject to dialogue.

The dialogue may concern all aspects of the tender. The Contracting Authority reserves the right to conduct the dialogue in several phases, both in writing and orally.

The Contracting Authority reserves the right to reduce the number of Tenderers participating in the dialogue during the dialogue phase.

The Contracting Authority will conclude the dialogue by setting a common deadline for submission of final tenders.

2.1.3 Tender phase

The tender phase begins with the remaining Tenderers being invited to submit final tenders. Only those Tenderers invited by the Contracting Authority after the dialogue may submit a tender.

Negotiations on the final tenders are not permitted.

2.2. Communication

All communication during the procurement process shall take place via the Contracting Authority's procurement system (KGV), Ivalua. This is in order for all communications to be logged. Other communication with persons participating in the decision-making process is not permitted, and enquiries submitted through other channels will not be answered. In the event of any questions concerning all providers, the Contracting Authority will answer this anonymously to all Tenderers.

2.3. Tax certificate

The selected Tenderer shall, upon request, provide a tax certificate for VAT and a tax certificate for tax. This requirement only applies if the selected Tenderer is Norwegian.

The information or certificate must not be more than six months old, calculated from the date on which the Contracting Authority notifies the Tenderers of the contract award.

2.4. Pay and working conditions

Pursuant to Section 5e of the Norwegian Public Procurement Act, the Contracting Authority shall, in service contracts and construction and civil engineering contracts, include contractual terms requiring that employees and hired personnel of the Tenderer and subcontractors who directly contribute to the performance of the contract shall, as a minimum, have:

- a. wages and working conditions that comply with applicable regulations concerning generally applicable collective agreements issued pursuant to Section 5 of the Act of 4 June 1993 No. 58 relating to the general application of collective agreements; or
- b. wages and working conditions that comply with provisions regarding working hours, wages, including overtime pay, shift and rotation allowances and inconvenience allowances,



as well as coverage of expenses for travel, board and lodging, in a current nationwide collective agreement applicable to the relevant industry.

In accordance with the Public Procurement Act, the Contracting Authority requires the Tenderer and subcontractors, upon request, to provide documentation demonstrating compliance with the contractual requirement.



3. Request to participate in the competition - qualification phase

3.1. General

An application for participation in the procurement procedure must be submitted. All requests to participate must be submitted through the competition in the Contracting Authority's e-procurement system (KGV), Ivalua. The system does not allow submission of applications after the application deadline.

For questions related to user registration or functionality in Ivalua, please contact the Contracting Authority's KGV support by phone at +47 406 39 856 or by email at support@ms.kpmg.no.

Tenderers are advised to submit their applications well before the application deadline. Submitted applications cannot be modified; however, new applications may be submitted up until the application deadline. The most recently submitted application will be considered the final version.

The Tenderer bears the risk of errors or technical issues related to the request to participate.

3.2. International sanctions – non-Russian involvement

The Customer is subject to a prohibition on awarding or implementing public contracts or concession contracts with legal entities (individuals and companies) covered by § 8n of Regulation 15 August 2014 No. 1076 on restrictive measures related to actions undermining or threatening Ukraine's territorial integrity, sovereignty, independence, and stability (Sanctions Regulation Ukraine - territorial integrity, etc.). The regulation provision is based on the Act of 16 April 2021 No. 18 on the implementation of international sanctions (the Sanctions Act) § 2.

The Customer relies on loyal compliance from our Tenderers in adhering to the provisions of the sanction's framework. Tenderers covered by the mentioned regulatory provision will be rejected from the competition.

The Tenderer shall submit a completed version of the attachment *Declaration of non-Russian Involvement*, along with their application.

3.3. The European Single Procurement Document (ESPD)

3.3.1. The ESPD-form

As preliminary documentation (self-declaration) confirming that no grounds for exclusion exist and that the qualification requirements are fulfilled, the Tenderer must complete the European Single Procurement Document (ESPD) in the Contracting Authority's e-procurement system (KGV), Ivalua, for the relevant sub-contract.

Pursuant to Section 17-1 (3) of the Regulation of 12 August 2016 No. 974 on Public Procurement (the Public Procurement Regulations), the Contracting Authority may, at any stage of the procurement procedure, request that the Tenderer submit all or part of the supporting documentation where this is necessary to ensure that the procurement procedure is conducted properly.

3.3.2. National reasons for rejection

In accordance with ESPD Part III: Exclusion grounds Section D: "Other exclusion grounds that may be foreseen in the national legislation of the Contracting Authority's or contracting entity's Member State" states that in this competition all the reasons for rejection apply to section 24-2 of the Procurement Regulations, including the purely national reasons for rejection:



- Section 24-2 (2): The Contracting Authority shall reject a Tenderer where it is aware that the Tenderer has been subject to a legally binding conviction or has accepted a penalty notice for the specified offences. The requirement that the Contracting Authority must reject a Tenderer that has accepted a penalty notice is a requirement specific to Norway.
- Section 24-2 third paragraph letter (i): Reasons for rejection in the ESPD form applies only to grave professional misconduct, whereas the Norwegian ground for exclusion also includes other serious misconduct that may cast doubt on the Tenderer's professional integrity.

3.4. Qualification requirements

The purpose of setting qualification requirements for the Tenderer is to ensure that the Tenderer has an organization capable of fulfilling the contractual obligations throughout the contract period.

In this competition, the Tenderer is required to submit all documentation related to the qualification requirements as part of their application.

3.4.1. Registrations, authorizations, etc.

Qualification requirements	Documentation requirements
The Tenderer shall be registered in an enterprise register, professional register, or a trade register in the state where the Tenderer is established.	Norwegian companies: • Certificate of establishment Foreign companies: • Certificate of statutory registration in the state where the Tenderer is established.

3.4.2. Economic and financial capacity and capability

Qualification requirements	Documentation requirements
The Tenderer shall have sufficient economic and financial solvency to be able to carry out the contractual obligations. Sufficient economic and financial capacity means that the Tenderer meets the following requirement: Creditworthy without security.	The Contracting Authority will assess whether the qualification requirement is fulfilled based on the following documentation: • Last two years of financial statements with notes including auditor's statement. • Income statement and balance sheet from the last six months if it is more than 6 months since the last financial statements. • A credit rating of A or better, measured according to the AAA Soliditet scale – or an equivalent score from another reputable credit rating agency. The Contracting Authority reserves the right to obtain a credit assessment on its own initiative from a reputable rating agency. Newly established companies with a credit rating of AN, and certain foreign companies will not always be able to provide a credit rating as documentation that the qualification requirement is met. In such cases, this may nevertheless be compensated by submitting alternative documentation together with the tender.



	If the Tenderer has a factual reason not to disclose the documentation requested by the Contracting Authority, the Tenderer may demonstrate its economic and financial capacity by any other document deemed appropriate by the Contracting Authority, including, for example, by a parent company guarantee or a bank guarantee. When using the parent company's guarantee, it is requested that the Tenderer provides documentation that the parent company is able to take over the subsidiary's financial and contractual obligations.
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3.4.3. Technical and professional qualifications

Qualification requirements	Documentation requirements
The Tenderer shall have relevant experience from delivering, implementing and/or operating solutions for Observability/AIOps. The experience shall be from environments of comparable nature, size and complexity to the scope of this procurement. Experience covering multiple areas will be considered an advantage.	The Tenderer shall document experience from deliveries involving one or more of the following areas: • Correlation and root cause analysis • Dynamic thresholds and anomaly detection • Change correlation • Alert-noise reduction • Topology, discovery and data ingestion • Hybrid and distributed environments • Digital experience monitoring, synthetic testing and distributed tracing • Capacity analysis and forecasting • Access control and data handling • APIs, integration and automation • License, telemetry and AI cost control • Access governance, audit and traceability • Operational workflows and collaboration The Tenderer shall document up to three reference deliveries completed during the last three years. Where fewer than three relevant reference deliveries are available, the Tenderer may submit fewer references. For each reference delivery, the Tenderer shall provide the requested information in the "Response Form: Technical and Professional Qualifications", in addition to a description of the deliveries. Please use the attachment entitled "Response Form: Technical and Professional Qualifications" when submitting the documentation.
The Tenderer shall have sufficient capacity to fulfil the contractual obligations. The Tenderer shall have access to sufficient resources within relevant competence areas	The Contracting Authority will assess whether the Tenderer has demonstrated sufficient capacity based on the following documentation: • Average number of full-time equivalents (FTEs) during the last three (3) years in the Tenderer's organisation. • Number of FTEs relevant to this procurement, including: ○ Project and delivery management ○ Solution architecture and technical design ○ Implementation and configuration



(implementation, integration, support and maintenance) to fulfil the contract.	○ Integration and automation ○ Testing and quality assurance ○ Training and knowledge transfer ○ Support and maintenance ○ Security, privacy and data protection ○ Operational service management ○ Product development ● Percentage of relevant FTEs expected to be provided by supporting entities. Please use the attachment entitled "Response Form: Technical and Professional Qualifications" when submitting the documentation.
The Tenderer shall have a well-functioning quality assurance system for mission-critical systems.	The requirement shall be documented by a valid certificate confirming compliance with ISO 9001 or an equivalent quality management standard, issued by an independent accredited body. If the Tenderer is not certified, the Tenderer may submit other documentation demonstrating equivalent quality assurance measures. Please use the attachment entitled "Response Form: Technical and Professional Qualifications" when submitting the documentation.
The Tenderer shall have a well-functioning information security system for mission-critical systems.	The Tenderer shall describe an established Information Security Management System (ISMS) based on ISO/IEC 27001 or an equivalent recognized standard. Please use the attachment entitled "Response Form: Technical and Professional Qualifications" when submitting the documentation.

The documentation submitted under this Chapter 3.4.3 will be used both to assess fulfilment of the qualification requirements and, where applicable, to rank qualified Tenderers in accordance with the selection criteria in Chapter 3.5.

Tenderers shall provide the requested information in the attachment "Response Form: Technical and Professional Qualifications". Tenderers shall not submit a separate response to the selection criteria in Chapter 3.5.

3.4.4. Reference mapping to functional scenario areas

The Contracting Authority has prepared a set of functional scenarios that describe important areas to be addressed during the dialogue phase.

For the purpose of the qualification and selection process, the Tenderer shall indicate which of the submitted reference deliveries substantiate relevant experience within each experience area listed in the matrix in "Response Form: Technical and Professional Qualifications".

The matrix is intended solely as a cross-reference to the submitted reference descriptions. A check mark does not, in itself, demonstrate experience or result in a score. All claimed experience must be substantiated in the corresponding reference description.

The Tenderer is not required to demonstrate experience within every experience area in each reference delivery. The Contracting Authority will assess the Tenderer's overall documented experience across the submitted reference deliveries.



The matrix does not constitute an assessment of the functionality of a proposed solution. Solution capabilities will be addressed during the dialogue and tender phases.

3.4.5. Using other businesses to fulfil qualification requirements

A Tenderer may rely on the capacities of other business(es) to meet the qualification requirements. This applies regardless of the legal association between the Tenderer and the business(es). If a Tenderer intends to rely on other businesses in order to satisfy the qualification requirements, an ESPD declaration must be submitted electronically for both the Tenderer and for each of the business(es) on which the Tenderer relies. The declaration must specify how and in which areas the company will support the Tenderer.

If the Tenderer relies on the capacity of other businesses to meet the requirements for economic and financial capacity, the business(s) must be solidarity responsible for the performance of the contract. This must be documented by adding a Declaration of commitment. In the event of support from a parent company, a parent company guarantee must be attached.

3.5. Selection criteria

3.5.1. Method of selection

If more than five Tenderers fulfil all qualification requirements, the five highest-ranked qualified Tenderers will be selected in accordance with the selection criteria set out in this Chapter 3.5.

The assessment will be conducted in two separate steps:

1. The Contracting Authority will assess whether each Tenderer fulfils all qualification requirements set out in Chapter 3.4.
2. If more than five Tenderers fulfil all qualification requirements, the qualified Tenderers will be ranked in accordance with the selection criteria set out in this Chapter 3.5.

The selection criteria will only be applied to Tenderers that fulfil all qualification requirements.

The selection will be based on the documentation submitted in response to the qualification requirements concerning technical and professional qualifications in Chapter 3.4.3. Tenderers shall not submit separate descriptions in response to the selection criteria unless expressly requested in the response form.

The selection concerns the documented experience and capacity of the Tenderers. It does not constitute an evaluation of a final solution or tender.

General statements concerning product functionality or future capability that are not substantiated through the requested documentation will not, by themselves, be given weight in the selection.

3.5.2. Selection criteria

Selection criteria	Weight	Description
Relevant delivery experience	70%	Under this criterion, the Contracting Authority will assess the extent to which the reference deliveries documented under Chapter 3.4.3 are relevant to this procurement.
Capacity	30%	The Contracting Authority will assess the relevance and adequacy of the Tenderer's documented capacity and delivery capability based on the information submitted under Chapter 3.4.3.



3.5.3. Scoring and ranking

Each selection criterion will be scored on a scale from 1 to 6, where:

- **1:** No relevant documentation has been provided.
- **2:** The documentation demonstrates very limited relevance or capability.
- **3:** The documentation demonstrates some relevant experience or capability but contains material limitations.
- **4:** The documentation demonstrates good and relevant experience or capability.
- **5:** The documentation demonstrates very good and highly relevant experience or capability.
- **6:** The documentation demonstrates excellent and particularly relevant experience or capability.

The score under each criterion will be based on an overall qualitative assessment of the submitted documentation in light of the assessment elements stated for the criterion.

The weighted score for each selection criterion will be calculated by multiplying the score awarded by the relevant percentage weight. The weighted scores will be added to form the Tenderer's total selection score. The five qualified Tenderers obtaining the highest total selection scores will be invited to participate in the dialogue phase.

If two or more Tenderers obtain the same total selection score at the boundary for invitation to the dialogue phase, the Tenderer with the highest score under "Relevant delivery experience" will be ranked first.

If the Tenderers also obtain the same score under "Relevant delivery experience", the Tenderer with the highest assessment of documented experience from environments most comparable in scale, complexity and operational criticality to the Customer's environment will be ranked first.

3.5.4. Notification of the selection decision

The Contracting Authority will, without undue delay, provide written notification to the Tenderers who are not selected for further participation. The notification will include a brief justification for the decision.

3.6. Content and structure of the application

The request should be delivered with file names according to the following structure:

Document
Application letter
Certificate of establishment or Certificate of statutory registration
Financial statements and credit rating
Response Form: Technical and Professional Qualifications
Declaration of non-Russian involvement
Declaration of commitment (if relevant)
Parent company guarantee, bank guarantee etc. (if relevant)



3.6.1. Response length and format

The Tenderer shall complete the response form without changing its structure.

The following limits apply:

- Reference deliveries: maximum 1000 words per reference.
- Description of “Other documentation” in Quality assurance – Standards and ISMS & Governance: maximum 100 words.
- Reference mapping: check marks and precise section or page references only.
- Total completed response form: maximum 4000 words, excluding the front page and expressly permitted documentary appendices.

Page and word limits include headings, tables, footnotes, text boxes and text embedded in figures. Text pre-populated by the Contracting Authority is excluded.

Only certificates, certification scopes, requested ISMS documentation and declarations of commitment may be submitted as appendices. General company presentations, product brochures, CVs, additional customer cases and external links will not be evaluated.

Compliance with the limits is mandatory. Text exceeding a stated limit will not form part of the Contracting Authority’s assessment. Only content within the permitted limit, counted in the order presented, will be evaluated.

3.7. Language

The request to participate and all accompanying documentation shall be submitted in Norwegian or English.

3.8. Deadline for requesting a temporary injunction

The deadline for requesting a temporary injunction against the Contracting Authority’s decision to reject a request to participate in the procurement or not to select a Tenderer is 15 days counted from the day after the Contracting Authority sends notification of the decision, cf. Section 20-7 of the Public Procurement Regulations.



4. The dialogue phase

The subsequent chapters primarily apply to Tenderers who are qualified and selected to participate in the dialogue phase, and to submit solution proposals and, where applicable, tenders. All Tenderers must first apply for participation and await an invitation to the dialogue phase.

If the Contracting Authority exercises its right to reduce the number of Tenderers participating in subsequent stages of the dialogue phase, it will assess which solutions best meet its needs based on the award criteria. Please note that no evaluation of the best price-quality ratio will be carried out at this stage.

Further information on how the dialogue will be conducted, including demonstrations and deadlines for the submission of solution proposals and final tenders, will be provided to the selected Tenderers after the qualification phase.



5. The Tender phase

The tender phase is the competition phase where the Tenderers submit their final tender, which will be evaluated based on the specified award criteria.

5.1. Language

The final tender should be written in Norwegian or English.

5.2. Validity of the final tender

The final tender shall remain valid and binding for six (6) months from the deadline for submission of the final tender.

5.3. Award criteria and evaluation

The award of the contract is expected to be made based on which tender has the best ratio between price/cost and quality. Final award criteria, sub-criteria and evaluation method will be decided during the dialogue phase and no later than in the invitation to submit final tender.

5.3.1. Quality

For the quality award criteria, the following are assumed to be components:

- Solution capabilities and architecture, including the ability to provide a unified and coherent operational view across telemetry types, services and infrastructure.
- Observability capabilities and operational value, including correlation of telemetry data across domains, support for efficient root cause analysis and reduction of alert noise.
- Data ingestion of large volumes of telemetry data, normalization and support for open and vendor-neutral standards.
- Usability and support for operational workflows in the Operations Centre.
- Understanding of the assignment and proposed approach.
- Implementation plan, training and early life support.
- Support, maintenance and service model.

5.3.2. Price/cost

For the cost criteria, the following are assumed to be components:

- Licensing and subscription costs.
- Implementation and onboarding costs.
- Data ingestion, retention and storage costs (including pricing models and cost drivers).
- Costs related to enabling and using key capabilities (e.g. APM, tracing, alerting, AI-based analysis).
- Ongoing operating and support costs, including required internal effort.
- Scalability and cost predictability based on expected and increased data volumes.

5.3.3. Climate and environment

In accordance with Section 5 of the Norwegian Public Procurement Act, the Contracting Authority shall take environmental and climate considerations into account in all procurements in order to reduce the overall climate footprint and environmental impact of the procurement. The Contracting Authority will use the dialogue phase to clarify how climate and environmental considerations can best be taken into account in this procurement.



5.4. Award of contract

A decision on the award of the agreement(s) shall be notified in writing to all Tenderers at the same time and within a reasonable period prior to the signing of the agreement(s). The decision shall include a justification for the selection of the Contractor(s) and provide information regarding the standstill period prior to contract signature.

The Contracting Authority reserves the right to terminate the procurement process at any time if there is an objective justification, including if the Customer considers that the responses are of insufficient quality, if the solutions and terms tendered are not considered to meet the Customer's requirements and needs, and/or if the Contracting Authority considers that there is insufficient competition among the participating Tenderers within each of the different parts of the procurement.