

Norway-Oslo: IT services: consulting, software development, Internet and support
OJ S 76/2020 17/04/2020
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Norwegian Refugee Council
National registration number: 977538319
Postal address: Grensen 17, Postboks 6758, St. Olavs Plass
Town: Oslo
NUTS code: NO011 Oslo
Postal code: 0130
Country: Norway
Contact person: Michael Waugh
E-mail: NRC.Shelter.SNR@nrc.no
Telephone: +47 23109800
Fax: +47 23109801
Internet address(es):
Main address: <http://www.nrc.no/procurement>

I.4. Type of the contracting authority

European institution/agency or international organisation

I.5. Main activity

Other activity: Humanitarian aid

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

NRC — Safe Nights Rest — Minimum Viable Product Development — Request for Proposals
Reference number: NRC-HO-Shelter-0001

II.1.2. Main CPV code

72000000 IT services: consulting, software development, Internet and support

II.1.3. Type of contract

Services

II.1.4. Short description

Today more than 65 million people have been displaced globally. Over 50 % of the world's IDPs and refugees live in urban areas, many in informal settlements where the risk of marginalization and exclusion from assistance is higher. Based upon user research on the potential of digital platforms to serve these populations, NRC has identified digital rental agreements and relationship management as the critical component of its larger vision which

needs to be tested early with tenant and landlord user groups. NRC believes its prior experience in analogue approaches to this aspect of housing can be of a high added value to the digitalization of this process. NRC is launching this RFP to identify a vendor with whom it can partner for the development a minimum viable product of an Android app and Admin console. This MVP will enable NRC to test its critical assumptions around digital rental agreements and relationship management in one or more of its country operations in the middle east region

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 476 761,00 NOK

II.2. Description

II.2.2. Additional CPV code(s)

72000000 IT services: consulting, software development, Internet and support, 72200000 Software programming and consultancy services, 72211000 Programming services of systems and user software, 72212000 Programming services of application software, 72230000 Custom software development services

II.2.3. Place of performance

NUTS code: NO011 Oslo

Main site or place of performance: Product management from NRC from the headquarters in Oslo, Norway. Field-based user testing in one or more NRC country operations in the middle east region.

II.2.4. Description of the procurement

The purpose of this Request for Proposal (RFP) is identify 1 to 3 suppliers who have demonstrated capabilities in delivering a solution to match the desired scope of the Safe Nights Rest MVP.

The SNR-app is the envisioned software solution through which our clients — both tenants and landlords — in specific regions where NRC already operates subsidized shelter solutions, will be able to draft and sign legally binding rental agreements with clear and customized terms using their phone. The application is one of the means by which NRC will seek to mitigate pain points expressed by our beneficiaries during the user research, such as lack of clarity in the ongoing relationships between parties around contract duration, cost and house rules. The service will also aim at mitigating conflict, and potentially abusive behavior — by offering in-app reporting tools to flag incidents and/or report an abuse. Through this channel landlords will be able to access a simple rental contract template developed by NRC in line with local and national legal framework, customize specific parts of the agreement template such as asking price, space description, house rules and duration, and share it with prospective tenants. Once both parties agree on the terms, the contract can be legally signed in digital format by both parties and securely stored on their devices for future access. Through the use of the SNR app services, tenants and property owners will no longer be reliant upon the physical presence of NRC staff during the contract negotiation and signing process, all parties will have greater transparency in dispute resolution process and have easier access to information regarding their rental.

The SNR MVP aims validate that the use of digital tools can improve the trust and relationship management between tenants and property owners during a housing rental period. The MVP will initially be tested with tenants and property owner with whom NRC has a pre-existing

relationships established through its housing programs. If successful, NRC will seek to expand user testing to those that NRC may only have a pre-existing relationship with one of the parties. The minimum viable product will be tested in the middle east region (Jordan or Lebanon) and as such the bidder should have the in-house capacity to carry out interactions with Arabic speaking users during the design and testing phase. While this process will be facilitated by NRC staff on the ground, NRC staff do not necessarily have UX design experience. It will be of critical importance that the bidders design staff can directly interact with the user so that critical feedback is not lost in translation.

The full description of functional and non-function requirements can be found in the request for proposal narrative description and the requirements Annex.

II.2.5. Award criteria

Quality criterion - Name: Quality of the solution — evaluation of narrative proposal / Weighting: 2.5 %

Quality criterion - Name: Quality of the solution — evaluation of requirements / Weighting: 2.5 %

Quality criterion - Name: Quality of the solution — tech stack proposal / Weighting: 10 %

Quality criterion - Name: Relevant experience / Weighting: 10 %

Quality criterion - Name: Sustainability of proposed solution / Weighting: 5 %

Quality criterion - Name: Project implementation plan / Weighting: 15 %

Quality criterion - Name: Staffing / Weighting: 21 %

Quality criterion - Name: Vendor dialogue evaluation / Weighting: 7.5 %

Quality criterion - Name: Evaluators final recommendation / Weighting: 7.5 %

Cost criterion - Name: Price and value for money / Weighting: 19 %

II.2.11. Information about options

Options: no

II.2.13. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds: no

II.2.14. Additional information

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Competitive procedure with negotiation

IV.1.3. Information about a framework agreement or a dynamic purchasing system

IV.1.8. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: no

IV.2. Administrative information

IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2019/S 241-593613](#)

IV.2.8. Information about termination of dynamic purchasing system

IV.2.9.

Information about termination of call for competition in the form of a prior information notice

The contracting authority will not award any further contracts based on the above prior information notice

Section V: Award of contract

Contract No: NRC-HO-Shelter-0001

Title:

NRC — Safe Nights Rest — Minimum Viable Product Development — Request for Proposals

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

13/04/2020

V.2.2. Information about tenders

Number of tenders received: 5

The contract has been awarded to a group of economic operators: no

V.2.3. Name and address of the contractor

Official name: The MW Lab

National registration number: 06803120820

Town: Palermo

NUTS code: ITG12 Palermo

Country: Italy

The contractor is an SME: yes

V.2.4. Information on value of the contract/lot

Total value of the contract/lot: 476 761,00 NOK

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Norwegian Refugee Council

Postal address: Prinsensgate 2

Town: Oslo

Country: Norway

E-mail: NRC.digitalicla@nrc.no

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

All submissions of RFP replies must be made by 5 January 2020 at 17.00 CET. A subset of bidders will be selected and notified by 10 January 2020 for further engagement. NRC will evaluate bids based on, but not limited to, the following criteria:

- 1) relevant experience;
- 2) quality of the solution;
- 3) project methodology;
- 4) staffing and project implementation plan;
- 5) price and value for money.

VI.5. Date of dispatch of this notice

14/04/2020