

Norway-Oslo: IT services: consulting, software development, Internet and support

OJ S 118/2020 19/06/2020

Contract 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: Amir Shiva

E-mail: NRC.digitalicla@nrc.no

Telephone: +47 23109800

Fax: +47 23109801

Internet address(es):

Main address: <http://www.nrc.no/procurement>

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://hiplatform.org/icla>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted to the abovementioned address

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

Legal Content Management Platform and Client Portal Application

II.1.2. Main CPV code

72000000 IT services: consulting, software development, Internet and support - JA02

II.1.3. Type of contract

Services

II.1.4. Short description

The Norwegian Refugee Council's information, counseling and legal assistance program is seeking to begin its digital transformation journey by focusing on building and testing minimum viable products for two key aspects that underlie that vision. First, a platform that enables NRC to effectively and efficiently create, curate and deliver digital Content to client-facing portals. Second, a digital home where users have access to secured space to exchange messages and receive status updates. Both platforms must be available through web and mobile applications.

II.1.5. Estimated total value

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.3. Place of performance

NUTS code: NO Norge

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.

II.2.4. Description of the procurement

NRC is seeking to begin this journey through focusing on building and testing minimum viable products for two key aspects that underlie that vision. A first aspect is a mandatory part of this RFP while the second aspect is only optional.

The mandatory component of the project consists of an internal platform that enables staff member to digitize their knowledge in a friendly format and make it accessible to the users. The platform will provide the staff with necessary tools to create and publish information, interact with users, and facilitate self-service legal aid. The platform is accessible both from a website and a mobile application.

The optional component of the project consists of a user portal which will enable beneficiaries to access a secured and private environment to receive case status updates, store scanned documents, communicate with ICLA staff, and track personalized information. Similar to the internal platform, the user portal is accessible both through a web and a mobile application.

II.2.5. Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. Estimated value

II.2.7. Duration of the contract, framework agreement or dynamic purchasing system

Start: 01/08/2020 End: 01/12/2020

This contract is subject to renewal: no

II.2.10. Information about variants

Variants will be accepted: yes

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

<https://hiplatform.org/icla>

Section III: Legal, economic, financial and technical information

III.1. Conditions for participation

III.1.2. Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3. Technical and professional ability

Selection criteria as stated in the procurement documents

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Innovation partnership

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.2.2. Time limit for receipt of tenders or requests to participate

Date: 15/07/2020 Local time: 17:00

IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.2.4. Languages in which tenders or requests to participate may be submitted

English

IV.2.6. Minimum time frame during which the tenderer must maintain the tender

Duration in months: 3 (from the date stated for receipt of tender)

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

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 16 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

16/06/2020