

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

OJ S 225/2019 21/11/2019

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: Michael Waugh
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: www.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 Aid Counselling Content Curation Platform and Client Portal App
Reference number: NRC-ICLA-0003

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

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 2 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, an android application that enables self-service access to NRC curated legal aid content.

II.1.5. Estimated total value

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

72200000 Software programming and consultancy services, 72212783 Content management software development services, 72212211 Platform interconnectivity software development services, 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.

II.2.4. Description of the procurement

The Request for proposal (RFP) purpose is identify 1 to 3 suppliers who have demonstrated capabilities in delivering a solution to match the desired scope of the paired MVP's. In responding to this RFP, Bidders are asked to provide their proposal for developing the minimum viable products for both the internal platform concept (4C's Platform) and the client app (DC-App):

— the 4C's is where local field teams will create and curate the ICLA content that beneficiaries seek out. The 4C's tool will enable teams to fully digitize general information content and the localized decision trees which generate personalized process recommendations for users. The tool will enable improved consistency and accuracy of information regardless of the channel access chosen by the beneficiary. It will be the one source of information for digital access points (mobile application/web), face to face counselling sessions, interactive voice response systems, SMS and call centers/hotlines,

— the DC-app is the envisioned software solution through which our clients will both self-service their information and counselling needs and follow their legal assistance cases being managed by NRC staff. Through this channel beneficiaries will be able to access tailored process recommendations based upon decision tree questions, provide feedback or ask questions on specific content presented and get responses via chatbot and messaging functionalities, share tips with others in their community, and be able to track their personal tasks related to navigating an administrative process.

A bidder's solution proposal can be comprised of existing off-the-shelf software components, customization of existing software and/or creation of new, tailor-made software. In the proposal, the Bidder should explain how their solution adheres to or deviates from the desired requirements, the approach to addressing the requirements (existing/customization/new development) and why that approach was identified and the architecture of their solution. Additionally, the bidder should seek to elaborate on the long-term cost implications and potential licensing terms for the operation and maintenance of the solution and the ability to

scale the solutions both across NRC country operations and the potential for other organizations to utilize the solution as a framework for delivering their own services. Full details of the solution proposal can be found in the RFP narrative linked on: www.hiplatform.org/ICLA

Once 1 to 3 suppliers are identified, NRC will engage bilaterally to further explore the proposed solutions through workshops, meetings, interviews, demos and direct interaction with current and past clients (of the selected suppliers). Ultimately, if one solution proposal is found to meet the organisation's needs, NRC will select that supplier and move forward to negotiation, contract signature and a pre-project phase.

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: 03/02/2020 End: 30/06/2020

This contract is subject to renewal: no

II.2.9. Information about the limits on the number of candidates to be invited

Envisaged minimum number: 1Maximum number: 3Objective criteria for choosing the limited number of candidates:

Criteria for evaluation of Bid submissions is available as part of the RFP narrative.

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

Additional information can be found at: www.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

III.2. Conditions related to the contract

III.2.3. Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2019/S 113-278725](#)

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

Date: 06/01/2020 Local time: 17:00

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

Date: 10/01/2020

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

Tender must be valid until: 31/03/2020

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 6.1.2020 at 17.00 CET. A subset of bidders will be selected and notified by 10.1.2020 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

18/11/2019