

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

OJ S 241/2019 13/12/2019

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.Shelter.SNR@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://norwegianrefugeecouncil.sharepoint.com/:f:/s/nrc-shelter-safe-night-rest-/EmKJa-f3dBIFthd_5Qtx69cB8w0acA48yw69SGBG69BTXA?e=z29amm
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

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 65 000 000 people have been displaced globally. Over 50 % of the world's IDP's 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 1 or more of its country operations in the middle East region.

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)

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 1 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

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: 03/08/2020

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: no

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 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

Competitive procedure with negotiation

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

IV.1.5. Information about negotiation

The contracting authority reserves the right to award the contract on the basis of the initial tenders without conducting negotiations

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: 05/01/2020 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

Duration in months: 4 (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 5.1.2020 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

11/12/2019