

Norway-Oslo: IT services: consulting, software development, Internet and support
OJ S 247/2020 18/12/2020
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: 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.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.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 2 100 000,00 NOK

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 digitise 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 personalised information. Similar to the internal platform, the user portal is accessible both through a web and a mobile application.

II.2.5. Award criteria

Quality criterion - Name: Quality of the solution (technical) / Weighting: 25 %

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

Quality criterion - Name: Sustainability / Weighting: 10 %

Quality criterion - Name: Project implementation plan / Weighting: 10 %

Quality criterion - Name: Staffing / Weighting: 10 %

Quality criterion - Name: Vendor dialogue evaluation / Weighting: 8 %

Quality criterion - Name: Evaluators final recommendation / Weighting: 7 %

Price - Weighting: 20 %

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 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: [2020/S 118-287825](#)

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

Section V: Award of contract

Title:

Legal Content Management Platform and Client Portal Application

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

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: Advanced Millennium Technologies Private Ltd

Town: Bangalore

NUTS code: IN India

Country: India

The contractor is an SME: yes

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

Total value of the contract/lot: 2 100 000,00 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 6 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

14/12/2020