**REQUEST FOR PROPOSAL**

TO:

|  |  |  |  |
| --- | --- | --- | --- |
| To whom it may concern. |  | **Date of issue:** | 27.04.2022 |
|  | **RFP no.:** | 2022-016 |
|  | **Contract title:** | Roster Management Platform |
|  | **Closing date:** | Monday 16th May at 04.00 PM |
|  | **Contracting Authority:** | **Norwegian Church Aid HO.**  Contact person:  **Miriam Singhateh**  Tel: +97174687  Mail: **miriam.singhateh@nca.no** |
|  |  | Please note that the Proposals may be delivered to the Contracting Authority at the above email address. Clearly marked with the above RFP Number and the name of the submitting company. | |

**Norwegian Church aid** **invites you to submit a proposal for a volunteer management platform/system.**

Dear Sir/Madam,

The Service is required for streamlining preparedness and planning in humanitarian crises and operations. Please, find enclosed the following documents which constitute the Request for Proposal:

**A – Instructions**

**Annex 1: Terms of Reference**

**Annex 2: Specifications** (to be completed by the supplier)

**Annex 3: Proposal Submission Form** (to be completed by the supplier)

**Annex 4: General Terms and Conditions for Service Contracts** (link in annex 3)

**Annex 5: Code of Conduct for Contractors** (link in annex 3)

If this document is a PDF format, upon request, a complete copy of the above documents can be forwarded in a word and/or excel format for electronic completion. It is forbidden to make alterations to the text.

We should be grateful if you would inform us by email of your intention to submit or not a proposal.

## A. Instructions

In submitting a proposal, the Candidate accepts in full and without restriction the special and general conditions including annexes governing this Contract as the sole basis of this procedure, whatever his own conditions of services may be, which the Candidate hereby waives. The Candidates are expected to examine carefully and comply with all instructions, forms, contract provisions and specifications contained in this Request for Proposal.

1. **Scope of services**

The Services required by the Contracting Authority are described in the Terms of Reference in Annex 1.

The Candidate shall offer the totality of the Services described in the Terms of Reference. Candidates offering only part of the required Services will be rejected.

1. **Cost of proposal**

The Candidate shall bear all costs associated with the preparation and submission of his proposal and the Contracting Authority is not responsible or liable for these costs, regardless of the conduct or outcome of the process.

1. **Eligibility and qualification requirements**

Candidates are not eligible to participate in this procedure if they are in one of the situations listed in article 33 of the General Terms and Conditions for Service Contracts.

Candidates shall in the Proposal Submission Form attest that they meet the above eligibility criteria. If required by the Contracting Authority, the Candidate whose proposal is accepted shall further provide evidence satisfactory to the Contracting Authority of its eligibility.

Candidates are also requested to certify that they comply with the Code of Conduct for Contractors.

1. **Exclusion from award of contracts**

Contracts may not be awarded to Candidates who, during this procedure:

1. are subject to conflict of interest
2. are guilty of misrepresentation in supplying the information required by the Contracting Authority as a condition of participation in the Contract procedure or fail to supply this information
3. **Documents comprising the Request for Proposal**

The Candidate shall complete and submit the following documents with his proposal:

1. Proposal Submission Form (Annex 3) duly completed and signed by the Candidate
2. CV. highlighting the Candidate’s experience in the specific field of the Services and his/her specific experience in the country/region where the Services are to be performed.

The proposal and all correspondence and documents related to the Request for Proposal exchanged by the Candidate and the Contracting Authority must be written in the language of the procedure, which is English.

1. **Financial proposal**

The Financial Proposal shall be presented as an amount in NOK in the Proposal Submission Form in Annex 2. All functions rated with ‘Must have’ (3) in the specification list document, must be included in the price offer. If functionalities that are rated with ‘could have’ (1) or ‘Should have’ (2) are not included in your standard solution, please give a separate price estimate if possible and comments in the requirements documents next to each functionality.

The supplier shall be deemed to be satisfied as to the sufficiency of his/her proposed global remuneration, to cover both his/her fee rate, including overhead, profit, all his/her obligations, sick leave, overtime and holiday pay, taxes, social charges etc. and all expenses (such as transport, accommodations, food, offices etc.) to be incurred for the performance of the contract. The proposed global remuneration shall cover all obligations of the successful Supplier under the Contract and all matters and things necessary for the proper execution and completion of the services and the remedying of any deficiencies therein.

VAT and/or any sales tax applicable to the procurement of services shall be indicated separately in the proposal.

1. **Validity**

Proposals shall remain valid and open for acceptance for 30 days after the closing date.

1. **Submission of proposals and closing date**

Proposals must be received at the email address mentioned on the front page in a no later than the closing date and time specified on the front page.

1. **Evaluation of Proposals**

The evaluation method will be the quality and cost-based selection. A two-stage procedure shall be utilised in evaluating the Proposals, a technical evaluation and a financial evaluation.

Proposals will be ranked according to their combined technical (*St*) and financial (*Sf*) scores using the weights of 60% for the Technical Proposal; and 40% for the offered price. Each proposal’s overall score shall therefore be :St X 60% + Sf X 40%.

**Technical evaluation**

For the evaluation of the technical proposals, the Contracting Authority shall take the following criteria into consideration, with the indicated weights:

#### 

|  |  |  |
| --- | --- | --- |
| Solution evaluation | | Maximum Points |
|
| 1 | Registry and Roster Management | 10 |
| 2 | Data management, security, updates and maintenance | 10 |
| 6 | Advertising, and alerts | 10 |
| 7 | Other non-functional needs | 35 |
| 8 | Other functional needs | 5 |
|  |  |  |
| **Supplier and/or Organisation** | | **70** |
| 1 | Suppliers relevant experience and knowledge in the field of assignment | 20 |
| 2 | Have the Terms of Reference been addressed in sufficient detail? | 5 |
| 3 | CSR related policies – e.g. HR policy, health and safety policy, energy policy, **climate** policy, Global Compact membership etc. | 5 |
| **Sub-total Key expert 1** | | **30** |
| **Total Technical Score** | | **100** |

Fill inn the in the attached excel specification form (Annex 2)

**Meetings and questions**

The Contracting Authority reserves the right to call to a meeting the suppliers having submitted proposals determined to be substantially responsive. Questions that are sent to this RFP contact person before deadline will be answered and information will be shared with all invited bidders. (**miriam.singhateh@nca.no)**

**Financial evaluation**

Each proposal shall be given a financial score. The lowest Financial Proposal (Fm) will be given a financial score (Sf) of 100 points. The formula for determining the financial scores shall be the following:

Sf = 100 x Fm/F, in which

Sf is the financial score

Fm is the lowest price and

F is the price of the proposal under evaluation

**Negotiations**

The Contracting Authority reserves the right to contact the Candidates having submitted proposals determined to be substantially and technically responsive, to propose a negotiation of the terms of such proposals. Negotiations will not entail any substantial deviation to the terms and conditions of the Request for Proposal, but shall have the purpose of obtaining from the Suppliers better conditions in terms of technical quality, implementation periods, payment conditions, etc.

Negotiations may however have the purpose of reducing the scope of the services or revising other terms of the Contract to reduce the proposed remuneration when the proposed remunerations exceed the available budget.

The Contracting Authority will award the Contract to the Candidate whose proposal has been determined to be substantially responsive to the documents of the Request for Proposal and which has obtained the highest overall score.

1. **Signature and entry into force of the Contract**

Prior to the expiration of the period of the validity of the proposal, the Contracting Authority will inform the successful Candidate in writing that its proposal has been accepted and inform the unsuccessful Candidates in writing about the result of the evaluation process.

Within 5 days of receipt of the Contract, not yet signed by the Contracting Authority, the successful Candidate must sign and date the Contract and return it to the Contracting Authority. On signing the Contract, the successful Candidate will become the Contractor and the Contract will enter into force once signed by the Contracting Authority.

If the successful Candidate fails to sign and return the Contract within the days stipulated, the Contracting Authority may consider the acceptance of the proposal to be cancelled without prejudice to the Contracting Authority's right to claim compensation or pursue any other remedy in respect of such failure, and the successful Candidate will have no claim whatsoever on the Contracting Authority.

1. **Cancellation for convenience**

The Contracting Authority may for its own convenience and without charge or liability cancel the procedure at any stage.

1. **Data Protection and Privacy**

The Contracting Authority may collect and process personnel data such as names, addresses, telephone numbers, email addresses, banking details and CVs. Such data will be used for the sole purpose of managing the procurement process and any subsequent Contract issued as a result of the procurement process, including transmission to bodies charged with monitoring and or inspecting procurement processes, in accordance with applicable EU, international and national law on data protection. Data may be stored for as long as a legitimate reason remains for its storage and up to a period of seven years.

Submission of any bid, proposal, quotation or offer and acceptance of any subsequent Purchase Order or Contract signifies the bidders consent to such data collection and its processing

The General Terms and Conditions provide reference to the specific rights, and regulations related to the data that is stored.

#### Annex 1: Terms of reference

**Background information**

**Norwegian Church Aid**

Norwegian Church Aid is an independent humanitarian and diaconal organisation mandated by churches and Christian organisations in Norway to fight for a more just world by saving lives and seeking justice together with our partners around the globe. We provide emergency assistance in disasters and work for long-term development in local communities. We also work to advocate for just decisions by public authorities, business, and religious leaders as we want to address the root causes of poverty.

We are proud to be a diaconal organisation as we have seen over the past 70 years what incredible influencing power and change comes from mobilizing ecumenical networks around the world. Diaconal means 'faith in action' and for NCA this is expressed through helping people that live in extreme poverty, fragility, and emergencies regardless of creed, race, political or religious affiliation.

We believe that people have the inherent capacity to contribute to their own development. In conditions of poverty however, many are denied fundamental freedoms and are deprived of resources. We work to change this so that we can see communities become active participants in their own development.

Most of our work is undertaken together with local partners, many of whom are faith-based. We have seen time and time again that it is through our partnerships that things get done. Together we work to promote and ensure human development, human rights, and human security in each local context.

We are part of the ACT Alliance, which is one of the world's largest humanitarian alliances with organisations across religious faiths in over 140 countries. Together with our sister organisations we are able to reach millions of people each year around the globe.

**Norwegian Church Aid’s Emergency Preparedness Roster**

NCA’s emergency preparedness roster (hereafter called the “roster”) is a pool of qualified, trained personnel who are pre-selected individuals with the skills and expertise that are critical for NCA's humanitarian responses. The roster members provide NCA with the necessary human resources to ensure that qualified and trained personnel are readily available for deployment to NCA's humanitarian operations. The roster also provides support capacity to NCA's country offices, to partners within the ACT Alliance and to UN agencies.

At the moment, there are approximately 90 members of the Emergency Preparedness Roster, who have technical expertise within the thematic areas of water, sanitation & hygiene (WASH), gender-based violence (GBV) and adolescent sexual and reproductive health (ASRH) as well as humanitarian coordination, security, logistics and finance. NCA deploys experts from the roster on short- and longer-term missions within our humanitarian responses across the world.

**contract purpose and Expected results**

**Overall objective:**

As Norwegian Church Aid has a large pool of experts, we are seeking a digital platform that allows for efficient management of roster members and deployments. We need an intuitive and user-friendly roster management platform which provides a registry of roster members and that digitalizes manual tasks around member management and deployments in order to make our work more efficient. The roster management platform will be the main interface for information sharing and communication with the roster members.

**Purpose:**

The purpose of the digital platform is to effectively manage and have a clear overview of our roster members, deployments, map technical expertise, and deliver humanitarian assistance in a timely manner.

**Results to be achieved by the Contractor:**

Provide a finished product as described in the “specifications” which is subject to further personalization and updates as agreed on.

**The Management structure: who is responsible for this Contract and who will the Contractor report to:**

Focal point/report to: Miriam Mamah Singhateh

NCA Management responsible: Linda Nordby and Åshild Skare

**Annex 2: Specification**

**Non - Functional Needs**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Requirement** | | | **Supplier Response** | **NCA Evaluation** | **Supplier Response** |
| **Code** | **Criteria** | **Description** | **Coverage  (Yes | Partially | No)** | **Weighting (0: Not relevant | 1: Could have | 2: Should have | 3: Must have)** | **Comment** |
| **Usability** | | |  |  |  |
| NF01 | Browser | What web browsers are supported? Which versions? |  | 3 |  |
| NF02 | Browser | Is the system compliant to HTML5? Please explain. |  | 1 |  |
| NF03 | Language | What languages are supported by the system? |  | 1 |  |
| NF04 | Testing environment | Is there a sandbox or testing environment available? Please describe. |  | 2 |  |
| NF05 | SLA | Provide an overview of the service level agreement, user support, response time, & training material. |  | 3 |  |
| **System Integration** | | |  |  |  |
| NF06 | Data exporting | Export data to other systems. Please describe type of API. |  | 1 |  |
| NF07 | Data Import | Describe functionality of import from other systems and databases, including maximum numbers of tables and records that can be imported. Also describe possibilities to import approval responsibilities from other systems. |  | 2 |  |
| NF08 | Document Management | Describe the possibilities of integration to systems like Office 365 & SharePoint (or other), including export to Excel without limitations, and integration/export of Meta data. |  | 3 |  |
| NF09 | Document Management | Is your system capable of storing documents within the system? Please explain. |  | 3 |  |
| NF10 | Time of deployment | What is the average/estimated time of deployment for your solution? Please descripe your preferred method on implementation and roll-out. |  | 2 |  |
| **Performance** | | |  |  |  |
| NF11 | Bandwidth | How does the system perform under low bandwidth conditions? What is the offline capability of your solution? Please describe. |  | 2 |  |
| NF12 | Bandwidth | What is the minimum bandwidth requirement for the system to perform optimally? Elaborate. |  | 3 |  |
| NF13 | Mobile solutions | Are there mobile versions/clients available of the solution? What is the offline capability of your solution. Please describe. |  | 2 |  |
| **Data Security** | | |  |  |  |
| NF15 | GDPR | Please provide documentation regarding the implementation of Data Protection measures (GDPR, etc.) in the system. |  | 3 |  |
| NF16 | Security | Provide an overview of the system's security settings and roles. Can access be customized. Is access control compatible with Active Directory and SSO with ADFS? Please explain. |  | 2 |  |
| NF17 | Users | Does the system support adding "external users"? E.g. users outside NCA's Active Directory. Please explain. |  | 1 |  |
| NF18 | User Rights Management | How are access rights be administered in your solution? E.g. can certain user have access to limited projects or functions of the system? |  | 2 |  |
| NF19 | User Access Management | Some data, like personal beneficiary information, demand high level of security and access control as some partners work with sensitive issues. Is there functionality for this in your solution? |  | 3 |  |
| NF20 | Security | System must support Multi Factor Authentication |  | 3 |  |
| NF21 | Encryption | What type of encryption is used? Please explain. |  | 3 |  |
| **Future Development** | | |  |  |  |
| NF22 | Roadmap | What is your vision for the future of your product regarding the continued development (product features), and compatibility with major software platforms? Please explain. |  | 2 |  |
| NF23 | Continuous development | To which extent can other organizational functions be incorporated into the system/platform e.g. CRM, Marketing, Resource Management, Time Registration, Procurement etc. Please explain |  | 2 |  |
| NF24 | Licensing model | Please describe your licensing model. E.g. Does every user needs an individual licenses or is there a license pooling option? Are there different licenses for different type of users. |  | 3 |  |

**Functional Needs**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Requirement** | | | **NCA Evaluation** | **Supplier Response** | |
| **Code** | **Criteria** | **Description** | **Weighting** ( 1: Could have | 2: Should have | 3: Must have) | **Coverage  (Yes | Partially | No)** | **Comment** |
| **Registry and roster management** | | |  |  | |
| F01 | Registry/database | A software product that provides a sytematic and easily managable overview (registry) of personnel with key information that can be divided into different categories (active/non-active, deployed/available, thematic area, language, history of deployments like between specific dates etc.) with possibility to export to docx, xlsx, pdf, etc.) | 3 |  |  |
| F02 | Access rights | A software product that allows members to access and update their own profile (biography, upload CV, certificates, etc.) | 3 |  |  |
| F03 | Administration | A software product that can generate a competence center that allows mapping need for capacity building, plan and carry out courses. | 2 |  |  |
| F04 | Administration | A system that can provide at least two user categories with different access and rights (normal user and admin), that allows certain information to be visible only for and certain actions only available to admin users. | 3 |  |  |
| F05 | Automatic notifications | A software product that provides a notification to both admin and user to manage important documents and tasks with expiry dates/deadlines (such as end of mission reports, security training, intention letter, vaccines, etc.) | 3 |  |  |
| F06 | Activity scheduling/ task management | A system which has the possibility to register activities/deliveries with deadlines (e.g. brief, debrief, end of mission report), handle documents uploads through the system, and task overview for admin. Please describe also what kind of notifications are possible, and to whom. | 3 |  |  |
| F07 | Filters | A system that allows to filter users by different categories (such as thematic area, country, history of deployments between dates, and language etc.) | 3 |  |  |
| **Data management** | | |  |  | |
| F08 | Dashboard | A software product that is able to generate dashboard visualizing key information based on data within the system (such as number of members, number of deployments, etc.) | 3 |  |  |
| F09 | Statistics | A software product that collects data and generates relevant statistics on all information stored (deployment statistics etc.) and visualizes customized data. | 3 |  |  |
| F10 | Resource page | A product that enables a resource page for sharing relevant information, links to webpages and resources (including templates, thematic material, section with upcomming events, and onboarding documents/packages.) | 2 |  |  |
| **Updates and maintainance** | | |  |  | |
| F11 | Add ons | A software product that allows updates as needed and possibilities for changes and added features. | 2 |  |  |
| **Advertising and alerts** | | |  |  | |
| F12 | Job advertisement | A system that allows us to easily advertise positions and manage advertisments, including opportunity to alert all or relevant members on advertisements. | 3 |  |  |
| F13 | Alerts | A system that has the possibility to easily send out alerts, newsletters, and information to all or selected members. | 2 |  |  |
| F14 | Progress overview | A system that provides a function that allows us to see where in the deployment process we are. | 2 |  |  |
| **Interaction between users** | | |  |  |  |
| F15 | Interaction | Possibility for users to interact and communicate through platform using direct messages. | 1 |  |  |

### Annex 3: proposal submission form

My financial proposal for my services is as follows:

**Global price**

|  |  |  |
| --- | --- | --- |
| **Description** | **Currency** | **Amount** |
| Licences fees perpetual/annual/monthly). Fixed price/subscriptions for 1, up to 5 admin users. | NOK |  |
| Unlimited number of basic users. | NOK |  |
| Customizations costs on top of core system functionality to meet type (3) req. (Fixed Price) | NOK |  |
| Other services, licences (incl. 3rd party, specified) based on specifications for type (3) req. | NOK |  |
| Maintenance and support if customization needed. Yearly (fixed price). Including, but not limited to all services described in the RFP specifications. | NOK |  |
|  |  |  |
| VAT or other tax on services |  |  |
| **Total price incl. taxes** | **NOK** |  |

**Quotation for additional software components, if needed to meet specifications.**

|  |  |  |
| --- | --- | --- |
| **Description** (include the corresponding specifications list number(s) with each line item, and name/describe the module/service.) | **Currency** | **Amount** |
|  | NOK |  |
|  | NOK |  |
|  | NOK |  |
|  | NOK |  |
|  |  |  |
| VAT or other tax on services |  |  |
| **Total price incl. taxes** | **NOK** |  |

|  |  |
| --- | --- |
| **Candidate or Company information** | |
| Company (legal name) |  |
| Street name and no. |  |
| City |  |
| Postal code |  |
| Country |  |
|  |  |
| Phone no. |  |
| Email |  |
| Website |  |
|  |  |
| Director (name) |  |

|  |  |
| --- | --- |
| **GENERAL COMPANY INFORMATION** | |
| Year of establishment |  |
| Number of full-time employees |  |
| Licensing authority |  |
| Licence number (VAT no./TAX id) |  |
| Countries with registered office: |  |
| Registration Certificate – please attach |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **REFERENCES** | | | | |
| **Name and country of customer** | **Type of contract** | **Value** | **Contact name** | **Phone/fax and email** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

Include details of the experience and past performance on contracts of a similar nature within the past five years and information on other contracts in hand and/or future commitments including details of the actual and effective participation in each of such contracts, description of the Candidate’s assignments and periods of engagement. Additional documents can be attached to the above form.

The proposal is valid for a period of 30 days after the closing date in accordance with the article A.9. Validity.

After having read your Request for Proposal no. 2022-016 for Roster Management Platform dated 27th of April, and after having examined the Request for Proposal, I/we hereby offer to execute and complete the services in conformity with all conditions in the Request for Proposal for the sum indicated in our financial proposal.

Further, I/we hereby:

* Accept, without restrictions, all the provisions in the Request for Proposal including the General Terms and Conditions.
* Provided that a contract is issued by the Contracting Authority I/we hereby commit to perform all services described in the Terms of Reference, Annex 1.
* Certify and attest compliance with eligibility criteria of article 33 of the General Terms and Conditions for Service.
* Certify and attest compliance with the Code of Conduct for Contractors in Annex 5.

The above declarations will become an integrated part of the Contract and misrepresentation will be regarded as grounds for termination.

Any subsequent Contract related to this Proposal will be subject to the Contracting Authorities General Terms and Conditions for Service Contracts and the Code of Conduct for Contractors available through the below link. Printed versions are available on request.

<https://www.kirkensnodhjelp.no/en/about-nca/for-contractors/>

[General terms and conditions for service contracts](https://www.kirkensnodhjelp.no/contentassets/25dadc5354f64b51a59c9483d7d47b32/2022/ser-8-gtc-service-contracts-jul-2021.pdf)

Signature and stamp:

Signed by:

|  |  |
| --- | --- |
| **The Candidate** |  |
| Name of the company |  |
| Address |  |
| Telephone no. |  |
| Email |  |
| Name of contact person |  |