

INVITATION TO TENDER

To whom it may concern.

Date of issue:	17.10.2023
Tender no.:	2023-050
Contract title:	Digital Procurement process system
Deadline:	17.11.2023
Contracting Authority:	Norwegian Church Aid Post-box 7100, St. Olavs plass, 0130 Oslo Contact person: Oda Thune Communication: oda.thune@nca.no Bids: procurement@nca.no
All communication and bids regarding this opportunity is to be directed to the above e-mail addresses with the following reference in the subject field: RFP nr. 2023-050 Digital procurement process system.	

NORWEGIAN CHURCH AID INVITES YOU TO TENDER FOR PROVIDING A DIGITAL PROCUREMENT PROCESS SYSTEM.

Dear Madam/Sir

Norwegian Church Aid is looking for a procurement process system available in the market. The aim is to procure a solution which, to the greatest extent possible, involves a fully electronic case management, from the preparation of the tender documents, qualification and evaluation documents to the award of the contract.

Please find enclosed the following documents, which constitute the Tender Dossier:

A – Instructions to Tenderers

- **Annex 1: Terms of Reference**
- **Annex 2: Tender Submission Form** (to be completed by the Tenderer)
- **Annex 3: Requirement Specifications List** (to be commented by the Tenderer in an excel sheet sent in addition to the annexes mentioned herein)
- **Annex 4: GTC** [General Terms and Conditions](#)
- **Annex 5: Code of Conduct** [Code of Conduct](#)

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

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

Any subsequent procurement related to this Tender Dossier will be subject to the Contracting Authorities General Terms and Conditions (GTC) for Service Contracts and the Code of Conduct for Contractors available through the below link.

A. INSTRUCTIONS TO TENDERERS

In submitting a proposal, the Tenderer accepts in full and without restriction the conditions including annexes governing this document as the sole basis of this procedure, whatever their own conditions of services may be, which the Tenderer hereby waives. The Tenders are expected to examine carefully and comply with all instructions, forms, contract provisions and specifications contained in this Tender Dossier.

A.1. Scope of procurement

The requirements from the Contracting Authority are described in the Annexes.

The Tenderer shall offer the totality of the solutions described in the Annexes. Tenderers offering only part of the required solutions will either need to describe this and inform about if such solutions will be developed later, and if so when, or inform about the possibilities and cost for such developments.

A.2. Cost of Tender

The Tenderer shall bear all costs associated with the preparation and submission of the Tender and the Contracting Authority will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the tender process.

A.3. Clarification of tender documents and additional information

Tenderers may submit questions to the email listed on the front page at the latest on the date specified in the timetable in article A.4, specifying the reference also mentioned on the front page. Information regarding interpretation of this invitation to Tender must be requested in writing to the Contracting Authority's contact person.

Tenderers are not allowed to approach the Contracting Authority for verbal clarification and any clarification of the Tender Dossier given by the Contracting Authority will be submitted to all Tenderers at the latest on the date specified in the timetable. If the Contracting Authority provides additional information on the tender dossier, such information will be sent in writing to all other prospective Tenderers at the same time.

Any prospective Tenderer seeking to arrange individual meetings during the tender period with either the Contracting Authority and/or any other organisation with which the Contracting Authority is associated or linked may be excluded from the Tender procedure.

A.4. Planned timetable.

The Contracting Authority reserves the right to alter the dates and time in the following timetable, in which case all Tenderers will be informed in writing and a new timetable will be provided.

	Date
Deadline for submission of tenders (closing date)	17.11.2023
Supplier chosen	Ultimo November 2023
Contract negotiations	Ultimo November 2023
Contract starts	When negotiation is finished.

A.5. Eligibility and qualification requirements

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

Tenderers shall in the Tender Submission Form attest that they meet the above eligibility criteria. If required by the Contracting Authority, the Tenderer whose tender is accepted shall further provide evidence satisfactory to the Contracting Authority of its eligibility through certificates issued by competent authorities in its country of establishment or operation, or, if such certificates are not available, through a sworn statement.

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

To give evidence of their capability and adequate resources, Tenderers shall provide the information and the documents requested in the Tender Dossier.

A.6. Exclusion from award of contracts

Contracts may not be awarded to Tenderers who, during the procurement procedure:

- a) are subject to conflict of interest; and/or
- b) are guilty of misrepresentation in supplying the information required as a condition of participation and eligibility in the tender procedure or fail to supply this information.

A.7. Language of Tenders

The tenders, all correspondence and documents related to the Tender exchanged by the Tenderer and the Contracting Authority must be written in English.

A.8. Documents comprising the Tender.

The Tenderer shall complete and submit the following documents with the Tender:

- a) Tender Submission Form (Annex 2) with supporting documents and duly completed and signed by the Tenderer.
- b) Requirement Specifications List (Annex 3), with answers to all Functional and Non-Functional Needs, plus comments on how Needs are covered/not covered/partially covered. If necessary, more extensive comments can be provided in a separate document.
- c) CV's of key experts that will be involved in the implementation and follow-up and other relevant information that should be made known to the Contracting Authority.
- d) Company registration form.

A.9. Financial proposal

The Financial Proposal shall be presented as an amount in NOK and EUR in the Tender Submission Form in Annex 2. The Tenderer shall only present the Financial Proposal in one currency. The price proposed by the Tenderer shall not be subject to adjustments except as otherwise provided in the conditions of the Contract.

For evaluation purpose, where proposals are given in EUR, it shall be converted into NOK at the rate published by OANDA (<https://www.oanda.com/>) on the closing date at 3:00 PM Norwegian time.

NOTE: All functions rated with "Must have" (3) in the Requirement Specifications List (Annex 3) must be included in the price offer, either included in the standard product/implementation or additional products/services. 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 comment in the requirements document next to each functionality.

The Tenderer shall be deemed to have been satisfied as to the sufficiency of their proposed global remuneration, to cover both their fee rate, including overhead, profit, all their obligations, sick leave, overtime and holiday pay, taxes, social charges, etc. and all expenses (such as transport, accommodation, food, office, etc.) to be incurred for the performance of the Contract. The proposed global remuneration shall cover all obligations of the successful Tenderer under the Contract (without depending on actual time spent on the assignment) 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 purchase of services shall be indicated separately in the Tender Submission Form.

A.10. Supplier's proposed personnel

The Tenderer shall include a description of the role and duties of each of the key experts or other non-key experts, which the Tenderer proposes to use for the performance of the Contract. The key experts are those whose involvement is considered instrumental in the achievement of the Contract objectives. The CV of each key expert shall be provided highlighting their experience in the specific field of the Services. The Tenderer whose proposal is accepted shall provide, if requested by the Contracting Authority, copies of diplomas and employers' certificates or references proving the key experts' education, professional experience, and language proficiency.

Subcontractors

If the Tenderer wishes, it can give an offer both with and without the usage of an implementing partner. The Contracting Authority reserves the right to choose to use the Tenderer or the Tenderer and its implementing partner.

If the Tenderer submits an offer including an implementing partner, the Tenderer shall state their names, qualifications, roles, and duties in the performance of the Contract and the Tenderer shall specify the parts of the Contract which will be executed by the subcontractors/partners and its specified financial cost. Provisions of article "Tenderers proposed personnel" concerning the Tenderers personnel and the article concerning eligibility and qualification requirements shall apply to the subcontractors or the subcontractor's personnel.

A.11. Validity

Tenders shall remain valid and open for acceptance for 90 days after the closing date for the submission of tenders.

Prior to the expiry of the tender validity period, the Contracting Authority may ask tenderers in writing to extend this period. Tenderers that agree to do so will not be permitted to modify their tenders. If they refuse, their participation in the tender procedure will be terminated.

A.12. Submission of tenders and closing date

Tenders must be received at the email address mentioned above not later than the closing date and time specified in the timetable in article A.4. Any tenders received after that time will not be considered.

Tenders shall on the front page of the tender indicate the following information:

RFP 2023-050 Digital Procurement Process System

Email for submission: procurement@nca.no

A.13. Evaluation of Tenders

Prior to the detailed evaluation of the Tenders, the Procurement Committee, (established by the Contracting Authority for the purposes of this Tender procedure), shall ascertain whether the Tenders meet the eligibility requirements; have been properly signed, are substantially responsive to the tender documents; have any material errors in computation; and are otherwise generally in order.

If a Tender is not substantially responsive i.e., it contains material deviations from or reservations to the conditions in the Tender Dossier, it shall not be considered further.

After analysing the substantially responsive Tenders, the Procurement Committee will examine the technical admissibility of each Tender, classifying it as technically compliant or non-compliant. Deviations from the Requirement Specifications may be considered if deemed to be in the best interest of the Contracting Authority.

Evaluation method

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

Please note that all functions are also rated in the Requirement Specification, with a number from 1 to 3 where 1 indicates "nice to have", 2 indicates "should have" and 3 indicates "must have".

The Contracting Authority will evaluate the strategic fit (on both system and organisational level) based on answers to requirement (Annex 3), as well as a holistic assessment of the Tenderer.

Tenders will be ranked according to their combined technical and strategic (*Sts*) and financial (*Sf*) scores using the weights of 80% for the technical and strategic proposal; and 20% for the offered price.

Technical and Strategic evaluation

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

Solution evaluation		Maximum Points
1	Type 3 requirements in the specification.	30
2	Type 2 and 1 requirement in the specification.	20
3	Scalability	5
4	Feasibility of delivering proposed solution in given timeframe	5
		<60>
Supplier and /or organization		
1	Suppliers specialized knowledge and experience in the field of assignment. Suppliers, previous performance and portfolio	30
2	Availability of dedicated support personnel during implementation and project period.	10
		<40>
Total Technical Score		100

Presentations and Demos

The Contracting Authority reserves the right to invite Candidates that have submitted proposals determined to be substantially responsive to do presentations and demos of their solution.

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:

$Sf = 100 \times Fm/F$, in which

Sf is the financial score.

Fm is the lowest price and

F is the price of the proposal under evaluation

A.14. Award Criteria

The Contracting Authority will award the contract to the Tenderer whose tender has been determined to be substantially responsive to the request and are technically compliant, and has obtained the highest overall score, provided further that the Tenderer has demonstrated the capability and resources to carry out the contract effectively.

A.15. Signature and entry into force of the Contract

Prior to the expiration of the Tender validity period, the Contracting Authority will inform the successful Tenderer in writing that its Tender has been accepted and inform the non-successful tenderers in writing about the result of the evaluation process.

Within 7 days of receipt of the Contract, not yet signed by the Contracting Authority, the successful Tenderer must sign and date the Contract and return it to the Contracting Authority. On signing the Contract, the successful Tenderer will become the Contractor and the Contract will enter into force once signed by the Contracting Authority.

If the successful Tenderer fails to sign and return the Contract within the days stipulated, the Contracting Authority may consider the acceptance of the Tender 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 Tenderer will have no claim whatsoever on the Contracting Authority.

A.16. Cancellation for convenience

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

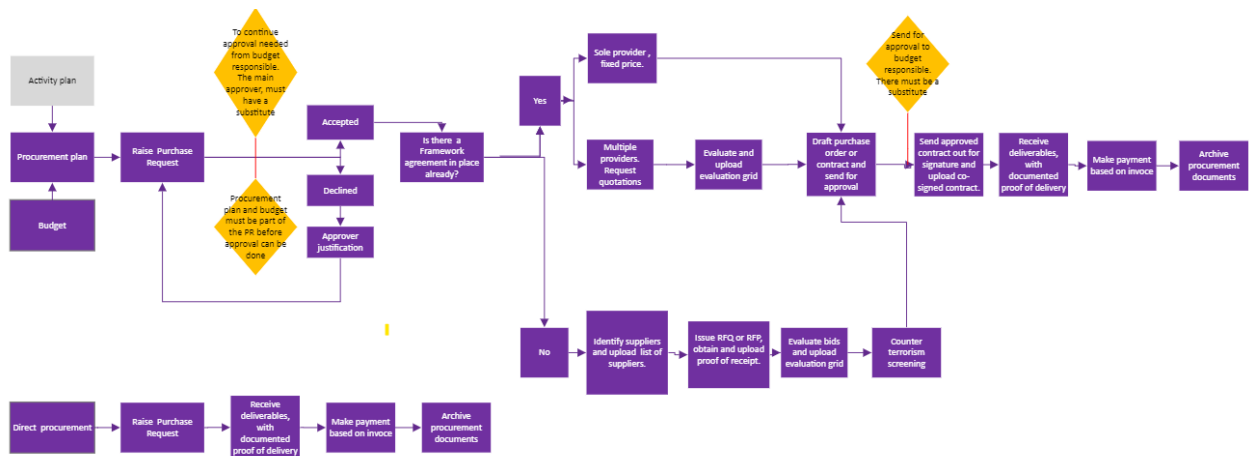
ANNEX 1: TERMS OF REFERENCE

NCA has decentralized its procurement, which means that NCA country offices and departments at the head office are responsible for their own procurement based on and according to our procurement manual. Norwegian Church Aid are currently working with in 18 countries.

Norwegian Church Aid is looking for a cloud based procurement process system available in the market. The aim is to procure a solution which, to the greatest extent possible, involves a fully electronic case management, from the preparation of the tender documents, qualification and evaluation documents to the award of the contract. The system must be intuitive and user friendly.

Furthermore, we are seeking a long-term partnership with the supplier that is capable to provide capacity building both internally in NCA and externally with our implementing partners. The ultimate objective is to build a sustainable, transparent, and reliable system which covers the steps in the below process map.

Procurement process system map.



ANNEX 2: TENDER SUBMISSION FORM

Insert below your financial proposal. If there are costs not listed below, please fill in as necessary.

Global price

Item	Description	Type	Currency NOK or EUR	
			Unit Price	Qty
1	License fee (If options, fill in both)	Annual		
2	Hosting and operations, storage etc. Fixed/variable	Monthly		
3	Data backup, if available	Monthly		
3	Set-up fee including technical training/orientation and learning for NCA staff.	Once-off		
4	Design and development costs, configuration, testing and implementation. times/volumes	Once-off		
5	Cost of consultancy hours, junior and senior with response times/volumes	Once-off		
6	Documentation; detailed technical system documentation, user documentation, operation procedure and training manuals in English.	Once-off		
7	Other costs.			
	Value added tax (VAT)			n/a
	Total price incl. VAT			

Quotation for additional software components, if needed, to meet type (2) and (1) requirements.

Item	Description	Unit (e.g., monthly, or annually)	Currency	Amount
1				
2				
3				

Other relevant information:

Please attach information/documents related to the financial statements, accreditation, policies, etc. listed in the table below.

GENERAL COMPANY INFORMATION	
Any quality assurance certification held by your company	
Trade / professional organisations of which your company is a member	
Any CSR related policies your organisation has	
Does your company live up to e.g., ISO 26000/50001/14000 standards or is SA8000 certified? Please state which.	
If you have not already provided it, please include your organization's 3 most recent audited financial statements	

REFERENCES				
Name and country of customer	Type of contract	Value	Contact name	Phone and email

If you have not provided it already, please include references of the experience and past performance on contracts of a similar nature within the past five years, that NCA can contact for information. Additional documents can be attached to the above form.

The tender proposal is valid for a period of 90 days after the closing date in accordance with the article A.11. Validity.

After having read your Request for Proposal no. 2023-050 /we hereby offer to execute and complete the services in conformity with all conditions in the Tender Dossier for the sum indicated in our financial proposal.

On behalf of the company, I/we hereby:

- Accept, without restrictions, all the provisions in the Tender Dossier including the General Terms and Conditions for Service Contracts and the Draft Service Contract including all annexes.
- Provided that a contract is issued by the Contracting Authority I/we hereby commit to deliver a solution responding to the requirements in the Requirement Specifications List, Annex 3
- 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.

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

Date, signature and stamp:

Signed by:

The Tenderer

Name of the company:

Address:

Telephone no.:

Email:

Name of contact person:

ANNEX 3: Requirement Specifications List

Functional specifications

Requirement			NCA Evaluation
Code	Criteria	Description	Weighting <i>(1: Could have 2: Should have 3: Must have)</i>
F1	Accessibility and user management	A system that provides a systematic and easily manageable overview (dashboard) and ability to provide details for all procurement (registry) with key information (with possibility to export to docx, xlsx, pdf, etc.).	3
F2	Accessibility and user management	A system that ensures the system to be accessible on various devices including desktops, tablets and smartphones.	2
F3	Accessibility and user management	The system that should be accessible to and usable by, as many people as reasonably possible.	3
F4	Accessibility and user management	The system that should be user friendly, intuitive, and easy to use with basic knowledge.	3
F5	Accessibility and user management	A system that can provide different roles such as procurement officer, administrator and more with specific permissions.	3
F6	Accessibility and user management	A system with an approval hierarchy.	3
F7	Procurement competition and document management	A system where you can create customized procurement processes based on NCA standardized template.	3
F8	Procurement competition and document management	A system where procurement officers can attach and upload relevant supporting documents	3
F9	Procurement competition and document management	A system that can support various competition types based on different procedures (International open tender procedure, local open tender procedure, negotiated procedure and simple procedure)	3
F10	Procurement competition and document management	Threshold flexibility	3
F11	Procurement competition and document management	A system that can maintain a supplier database.	3
F12	Procurement competition and document management	A system that allows interface with suppliers through the registered suppliers database.	2
F13	Procurement competition and document management	A system where final version can be securely stored without possibility to alter.	3
F14	Procurement competition and document management	A system that is flexible when a new procurement process is not needed. E.g. amendments, issuing an addendum..linked to the original procurement process.	3
F15	Procurement competition and document management	A system where users can define and weight evaluation criteria based on factors like price, quality, compliance and so on.	3

F16	Procurement competition and document management	A system where procurement committee can select a winning bid based on evaluations.	3
F17	Bid submission	A system where suppliers can log in to submit their bids electronically, attaching necessary documents.	1
F18	Scalability	A system that can handle an unrestricted number of competitions, bids and users e.g.	3

Non-functional specifications

Requirement			NCA Evaluation
Code	Criteria	Description	Weighting <i>(1: Could have 2: Should have 3: Must have)</i>
NF1	Browser	A system supporting different browsers like Chrome, Edge and Safari	3
NF2	Language	A system supporting French	2
NF3		A system supporting Arabic	2
NF4		A system supporting English	3
NF5	Testing environment	Is there a testing environment available? Please describe.	2
NF6	SLA	Provide an overview of the service level agreement, user support, response time, & training material.	3
NF7	Data exporting	A product that has an export function with selected sections/fields to docx, pdf, xlsx, xml etc. Please describe.	3
NF8	Document Management	A system with the possibilities of integration to systems like Office 365 & SharePoint (or other), including integration/export of Meta data.	2
NF9	Document Management	A system that can store documents within the system. Please explain.	3
	Document Management	A system that has no limited storage	3
NF10	Bandwidth	Describe the minimum bandwidth required.	1
NF11	Bandwidth	Is there any offline capability of your solution?	1
NF12	GDPR	A system that has a data protection system default. Please provide documentation and explanation regarding the implementation of Data Protection measures (GDPR, etc.) in the system.	2
NF13	Authentication	Is access control compatible with Azure Active Directory. Do the system support SSO and Multi factor authentication. Can different user groups have different access and login policies? Please explain.	3

NF14	Security	Provide an overview of the system's internal security settings and roles. Can access be customized.	2
NF15	Users	Does the system support add "external users"? E.g., users outside NCA's Active Directory. Please explain.	3
NF16	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.	1
NF17	Licensing model	Please describe your licensing model. E.g. Does every user need an individual licenses or is there a license pooling option? Are there different licenses for different type of users.	3

Guidelines for Weighting and Supplier Response

Weighting	Definition
Must Have	Requirements that are critical to the current delivery frame in order for it to be a success. If Must requirements are not met, they compromise the main purpose of the delivery.
Should Have	Requirements that are important but not necessary for delivery in the current delivery timeframe. Should requirements that are not met, do not compromise the main purpose of the delivery.
Could Have	Requirements that are desirable but not necessary and could improve user experience or customer satisfaction for limited cost. These will typically be included if time and resources permit.

Answer	Definition
Yes	The solution supports the requirement as described.
Partially	The solution partially supports the requirement. The solution can be configured to partially or fully meet the requirement. The solution supports similar functionalities as the ones described in the requirements and could substitute the requirement.
No	The solution does not support the requirement as described. The solution cannot be configured to meet the requirement.