**REQUEST FOR PROPOSAL**

TO WHOM IT MAY CONCERN

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | **Date of issue:** | June 13th 2024 |
|  | **RFP no.:** | 2024-005 |
|  | **Contract title:** | ProTECHtion |
|  | **Closing date:** | July 8th 2024; 18h00 CET |
|  | **Contracting Authority:** | Norwegian Church Aid  Bids to be sent to:  [procurement@nca.no](mailto:procurement@nca.no)  Contact person for questions: Fernando Pineda  Email: [fepi@nca.no](mailto:fepi@nca.no) |
|  |  | All communication regarding this opportunity is to be directed to  the above e-mail address with the following reference in the  subject field: “proTECHtion Ref nr. 2024-004”. | |

**Norwegian church aid** **invites you to submit a proposal for the development and pilot of a digital participation platform for conflict-affected communities to communicate with humanitarian actors.**

Dear Sir/Madam,

The Service is required for Norwegian Church Aid’s ProTECHtion project an intervention supported by Innovation Norway. Please find enclosed the following documents which constitute the Request for Proposal:

**A – This Request for proposal**

**Annex 1: Terms of Reference**

**Annex 2: Needs assessment report.**

**Annex 3: Report of co-creation workshops**

**Annex 4: Proposal Submission Form** (to be completed by the Candidate)

**Annex 5: Specifications form** (to be completed by the Candidate)

**Annex 6: General Terms and Conditions for Service Contracts**

**Annex 7: Code of Conduct for Contractors**

If this document is a PDF format, upon request, a complete copy of the above documents can be forwarded in a WORD 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:

a. Proposal Submission Form (Annex 4) and Specifications form (Annex 5) duly completed and signed by the Tenderer

b. CV highlighting the tenderer’s 2 main key personnel’s experience in the specific field of the Services.

c. Examples of past projects related to this tender. Please provide videos, images or other media to demonstrate your off-the-shelf solution and/or proposed adaptations, if applicable. If possible, please provide a link or APK file to a demo of your existing solution and/or previous relevant work.

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 4. The remuneration of the Candidate under the Contract shall be determined as follows:

#### The Candidate shall indicate in his/her proposal his/her proposed global remuneration for the performance of the Services. The Candidate shall be deemed to have satisfied himself 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, accommodation, food, office, etc.) to be incurred for the performance of the Contract. The proposed global remuneration shall cover all obligations of the successful Candidate 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.

#### In addition to the remuneration for the candidate’s services, the financial proposal should include estimates for other variable costs associated with running the proposed digital solution such as communication costs, traffic-dependent fees, server maintenance, necessary upgrades, and others.

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

1. **Candidate’s proposed personnel**

The candidate shall include a detailed description of the role and duties of a team of 2 to 5key experts which the Candidate proposes to use for the performance of the Services. The key experts are those whose involvement is considered instrumental in the achievement of the contract objectives. The CV of each key expert (maximum 3 pages per person) shall be provided highlighting his/her experience in the specific field of the Services. The Candidate whose proposal is accepted shall provide, if so requested by the Contracting Authority, copies of diplomas and employers’ certificates or references proving the key experts’ education, professional experience and language proficiency.

In the Proposal Submission Form, Annex 4, the Candidate shall provide detailed information about key experts’ availability for the performance of the Contract.

If, before the signing of the Contract, a key expert proposed in the proposal is no longer available, the Candidate shall inform the Contracting Authority immediately and provide with an equally qualified person as a replacement.

1. **Subcontractors**

If the candidate intends to use subcontractors, the candidate shall state their names, qualifications, role and duties in the performance of the Contract and the parts of the Services which will be executed by the subcontractors, which may not exceed 50% of the Contract. Provisions of article “Candidate’s proposed personnel” concerning the Candidate’s personnel and the article concerning eligibility and qualification requirements shall apply to the subcontractors or the subcontractor’s personnel.

1. **Validity**

Proposals shall remain valid and open for acceptance for 50 days after the closing date.

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

Proposals must be received at the e-mail mentioned on the front page not later than the closing date and time specified on the front page.

1. **Evaluation of Proposals**

A two-stage procedure will be used 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 85% for the Technical Proposal; and 15% for the offered price.

**The contract will be signed and approved by NCA’s project steering committee.**

**Technical evaluation**

For the evaluation of the technical proposals, the Contracting Authority shall take into consideration the extent to which the proposal addresses the needs identified in Annex 2; and in particular considering the following criteria, with the indicated weights:

|  |  |  |
| --- | --- | --- |
| Technical evaluation | | Maximum Points |
|
| 1 | Interface accessibility for local capacities, and languages, of the most vulnerable in pilot location | 10 |
| 2 | Capacity to provide accessible and useful insights for NCA about the rights’ holder’s needs, capacities, ideas, and aspirations. | 10 |
| 3 | Attractiveness of the solution for planned users based on information from the needs assessment and co-creation workshops. | 5 |
| 4 | Potential for amplifying voices of persons whose opinions are traditionally less valued. | 5 |
| 5 | Potential for users to set agendas and react with arguments to other users’ agendas through the platform | 10 |
| 6 | Potential for dialogue across groups on polarizing subjects | 10 |
| 7 | Cost of operating the suggested platform for NCA | 10 |
| 8 | Sustainability of the suggested solution for technical support, training, improvement and maintenance of the platform during the project and on the scale-up. | 10 |
| **Sub-total Solution** | | **70** |
| 1 | Candidate’s relevant experience working with tech for low connectivity environments. | 5 |
| 2 | Candidate’s relevant experience working with Web and mobile app development. | 4 |
| 3 | Candidate’s relevant experience working with participation platforms | 5 |
| 4 | Experience with innovative co-creation processes | 2 |
| 5 | Cyber security standards certifications e.g. ISO 2700. | 3 |
| 6 | Relevant academic qualifications and experience of key experts | 5 |
| 7 | Proposal for middle-long term partnership with NCA to scale-up. | 6 |
| **Sub-total Organisation / candidate** | | **30** |
| **Total Technical Score** | | **100** |

The selected participation platform must allow rights’ holders to communicate safely about sensitive issues and comply with the European Union GDPR and the EU cyber resilience Act[[1]](#footnote-2) to be eligible.

**Interviews**

The Contracting Authority reserves the right to call to interview the Candidates having submitted proposals determined to be substantially responsive. NCA may request additional information and details about the proposal at this time.

**Financial evaluation**

Each proposal shall be given a financial score. The l Proposal (Fm) with the lowest price 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, in order 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 Candidates 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 in order to reduce the proposed remuneration when the proposed remunerations exceed the available budget.

NCA may invite one or more suppliers to develop, adapt and pilot the proposed solutions.

**A.12. Award criteria**

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 business 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 procurement 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 4: proposal submission form

My financial proposal for my services is as follows:

|  |  |  |
| --- | --- | --- |
|  | **Currency**  **in NOK** | **Amount** |
| Global price (fees) |  |  |
| **Estimated variable costs for the pilot** |  |  |
| Consumables |  |  |
| Fees |  |  |
| Others |  |  |
|  |  |  |
| VAT or other tax on services |  |  |
| **Total price incl. taxes** |  |  |

|  |  |
| --- | --- |
| **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 |  |
| Does your company have CSR related policies in place – e.g. Health, Safety, HR, Energy or Climate policy or is a member of Global Compact? Please state which policies. |  |
| Is your company ISO 2700 certified? |  |
| Does your company have a Code of Conduct? |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **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 two contracts of a similar nature within the past three years including details of the actual and effective participation in each of such contracts, description of the Candidate’s assignments and periods of engagement. Please, attach a sample of the end product for both contracts.

The proposal is valid for a period of 50 days after the closing date in accordance with the article A.9. Validity.

After having read your Request for Proposal no. 2024-005 for the development and pilot of a digital participation platform for conflict-affected communities to communicate with humanitarian actors dated June 12th, 2024, 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 for Service Contracts
* 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.

Annex 6. [General terms and Conditions for Service Contracts](https://www.kirkensnodhjelp.no/contentassets/25dadc5354f64b51a59c9483d7d47b32/2022/ser-8-gtc-service-contracts-jul-2021.pdf)

Annex 7. [Code of Conduct for Contractors](https://www.kirkensnodhjelp.no/contentassets/b8715ab90875436a8c794eb153d48bb9/gen-4-1-code-of-conduct-for-contractors-june-2023.pdf)

Signature and stamp:

Signed by:

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

1. https://digital-strategy.ec.europa.eu/en/policies/cyber-resilience-act [↑](#footnote-ref-2)