



REQUEST FOR PROPOSAL

To whom it may concern

Date of issue:	06 – Feb – 25
RFP no.:	2025-004
Contract title:	Framework Agreement for Digital Vehicle Logbook System Services
Closing date:	10 – Mar – 25 at 17:00 CET
Contracting Authority:	Norwegian Church Aid Email: procurement@nca.no
Please note that the Proposals must be sent to the Contracting Authority to procurement@nca.no marked with the above RFP number and the name of the submitting company.	

NORWEGIAN CHURCH AID (NCA) INVITES SUPPLIERS TO SUBMIT A PROPOSAL FOR DELIVERY OF DIGITAL VEHICLE LOGBOOK SYSTEM SERVICES UNDER A FRAMEWORK CONTRACT.

Dear Sir/Madam,

Norwegian Church Aid is seeking to procure a comprehensive digital vehicle logbook system.

The purpose of the tender is to improve the efficiency of our operations by reducing manual work, maximising the use of fleet assets, demonstrating environmentally sustainable practices, increasing accountability and supporting informed fleet management decisions.

Please find enclosed the following documents which constitute the Request for Proposal:

- **Instructions**
- **Annex 1: Terms of Reference**
- **Annex 2: Proposal Submission Form** (to be completed by the Candidate)
 - **General Terms and Conditions for Service Contracts**
 - **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.

A. INSTRUCTIONS

In submitting a proposal, the Candidate accepts in full and without restriction the special and general conditions including annexes governing this Agreement 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.

A.1. Scope of services

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

The Candidate may offer parts of, or the total of the Services described in the Terms of Reference.

The framework agreement will be valid for **5 years** and a specific purchase order will accompany each deliverable when needed with specifications.

A.2. 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.

A.3. 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.

A.4. Exclusion from award of contracts

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

- (a) are subject to conflict of interest.
- (b) 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.

A.5. Documents comprising the Request for Proposal

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

- a. Proposal Submission Form (Annex 2) duly completed and signed by the Candidate
- b. CVs of key experts that will be involved in the implementation and follow-up
- c. Proposal specifying the Candidates experience and technical capabilities in line with the Terms of Reference and the Technical Evaluation Criteria under article A.10.

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.

A.6. Financial proposal

The Financial Proposal shall be presented as an amount in **NOK, USD, or EUR** in the Proposal Submission Form in Annex 2.

The Candidate shall only present the Financial Proposal in one currency. The price proposed by the Candidate shall not be subject to adjustments except as otherwise provided in the conditions of the Contract.

For evaluation purpose, where proposals are given in USD or 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.

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

A.7. 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.

A.8. Validity

Proposals shall remain valid and open for acceptance for 90 days after the closing date.

A.9. Submission of proposals and closing date

Proposals must be received at the email address mentioned on the front page not later than the closing date and time specified on the front page.

A.10. 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 **75% for the Technical Proposal**; and **25% for the offered price**. Each proposal’s overall score shall therefore be $St \times 75\% + Sf \times 25\%$.

Technical evaluation

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

Technical evaluation		Maximum Points	Scoring
Core functionalities			
1	The system enables users to input vehicle movement (departure & arrival date time and place) in an effective way	10	5%
2	The system enables users to input odometer readings.	10	5%
3	The system enables users to input refuelling.	10	5%



4	The system enables users to input maintenance and repairs.	10	5%
5	The system enables users to input road incidents	5	2,5%
6	The system enables users to book vehicles in an effective way.	5	2,5%
7	The system provides an effective way to send alerts to users, for instance to perform preventive maintenance on vehicles	5	2,5%
	User interface		
8	The system is accessible on desktops, tablets and smartphones. Ensure the software is cross platform (IOS and Android).	10	5%
9	The system has offline capability. Please elaborate on your systems capabilities.	10	5%
10	The user interface is intuitive and easy to use with very basic digital knowledge.	10	5%
11	The system supports different browsers like Chrome, Edge and Safari	10	5%
12	Availability of rest API for data transfer to Microsoft Fabric as this will be used for qualitative and statistical analysis. Enable API filtering.	10	5%
13	The system is available in multiple languages such as French, Arabic, Portuguese and Swahili, in addition to English.	5	2,5%
	Fleet management		
14	The system aggregates live data to visualise and compare fleet performance over time, by geographic area and other relevant criteria.	10	5%
15	The system can generate reports by project for cost allocation.	10	5%
16	The system has an export function with selected sections/fields to docx, pdf, xlsx, xml, csv, json, etc.	10	5%
17	The system enables uploading, including taking pictures, and storing of documents within the system.	10	5%
18	The system provides different roles such as requester, driver and fleet manager with specific permissions, with the possibility to deputise.	5	2,5%
	The system allows different levels of approval (e.g. Project manager, Safety officer, etc.).	5	2,5%
19	The system enables fleet managers to view vehicle requests and establish driver schedules accordingly.	5	2,5%
20	The system is compatible with one or more vehicle tracking systems	5	2,5%
	General services		
21	Provide an overview of user support & training material.	10	5%
22	Provide your vision for the future of your product regarding the continued development (product features), and compatibility with major software platforms?	10	5%
23	Provide documentation and explanation regarding the implementation of Data Protection measures (GDPR, etc.) in the system.	5	2,5%
24	Describe your licensing model. E.g. Does every user need an individual license or is there a license pooling option? Are there different licenses for different type of users.	5	2,5%
Total Technical Score		200	100%

Maximum total score of **200** is considered a 100%. Each candidate will be awarded a certain number of points for each individual criterion. The sum of all the points for each individual criterion will be divided by the maximum total score and the percentage will be used as candidates **Technical Score (Sf)** (ex. **130/200 = 65 %**).

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

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.

Interviews

The Contracting Authority reserves the right to call to interview the Candidates having submitted proposals determined to be substantially responsive.

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.

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.

A.13. 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.

A.14. Cancellation for convenience

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



A.15. 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 bidder's 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 FRAMEWORK CONTRACT

Background

Norwegian Church Aid (NCA) is a humanitarian and development organization dedicated to promoting human dignity and justice worldwide. With a presence in over 30 countries, NCA works tirelessly to provide emergency assistance, support sustainable development, and advocate for the rights of marginalized communities. Our mission is to save lives and seek long-term solutions to poverty, injustice, and inequality.

NCA operates a fleet of about 100 vehicles across 15 countries: Afghanistan, Angola, Burkina Faso, DR Congo, Ethiopia, Lebanon, Mali, Malawi, Nigeria, Pakistan, South Sudan, Sudan, Syria, Tanzania and Zambia. NCA plans to equip each vehicle with a tablet and install the software or application for the purpose to replace the current paper logbooks.

The software at a minimum need to record date, time and place of departure and arrival, odometer readings, refuelling of the tank, repair and maintenance of the vehicle. A vehicle booking module in the system is desirable.

Purpose of the Tender

In our ongoing efforts to enhance efficiency of our operations, NCA is seeking proposals for a comprehensive digital vehicle logbook system. By implementing a digital solution, NCA aims to:

- Asset management

With 100 vehicle assets across 15 Country Offices, NCA needs to ensure that operative data is reported back and analysed centrally to ensure informed decisions are made. For instance, determining when would be the best time to sell the vehicle to maximize both the utilization of the asset as well as the return value of selling the asset on the local market.

- Operational Efficiency

Digitalising data entry in vehicle logbooks will reduce manual work to input in Excel and allow to have a live picture of the fleet usage. A digital solution also allows to streamline several processes into one tool: vehicle booking, vehicle usage monitoring, asset management, environmental sustainability and costs allocation according to actual spend on fuel and maintenance and kilometres driven by a specific project

- Accountability and Transparency:

Integrated cost allocation information to assign to project fleet usage to the corresponding PID, facilitate input in the accounting system with detailed documentation and improve accountability towards donors. Digital vehicle logbooks system will enhance our ability to maintain accurate records of vehicle usage and staff movements. This transparency is essential for accountability to our donors and stakeholders.

Annex 2: PROPOSAL SUBMISSION FORM

The financial proposal for my services is as follows:

Important Note: All prices should be EXCLUDING VAT. Clearly state and explain whether you are legally obligated to charge VAT for goods and/or services in your country of registration and indicate the VAT separately.

Item	Description	Qty	Currency (EUR, USD, NOK)	Unit Price	Total Price
1	License fee annual/monthly (fixed price/subscription).				
2	Set-up fee including training/orientation for NCA staff.				
3	Any other applicable cost (explain)				

Other relevant information:

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

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	
Licence number (VAT no./TAX id)	
Trade / professional organisations of which your company is a member.	
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 e.g. ISO 26000/50001/14000 certified or SA8000 certified? Please state which.	
If you have not already provided it, please include your organization's 3 most recent audited financial statements.	



- 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.

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

The proposal is valid for a period of 90 days after the closing date in accordance with the article A.9. Validity.

After having read and examined your Request for Proposal no 2025-004 Framework agreement for Digital Vehicle Logbook System Services, 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.

[General Terms and Conditions](#)

[Code of Conduct for Contractors](#)

Signature and stamp

Signed by:

The Candidate

Name of the company

Address

Telephone no.

Email

Name of contact person