



NRK MA-3227/19E
SERVICEDESK-
AND CLIENT
SERVICES

BASIS FOR QUALIFICATION –
NEGOTIATED PROCEDURE

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1 INTRODUCTION

The Norwegian Broadcasting Corporation Ltd., subsequently named NRK, invites interested contenders to request for participation in a negotiated procedure to offer a contract for Service Desk and Client services.

NRK is the main public broadcasting corporation in Norway whose core business is to produce and distribute radio and television programs for the entire Norwegian population. NRK also delivers a comprehensive portfolio of internet, mobile and teletext content.

NRK broadcasts 3 television channels, (NRK1, NRK2 and NRK3/NRK Super in HD), 11 regional TV channels + radio stations (via DAB+ and web) and 16 regional radio services. It is estimated that NRK provides 250 hours of linear channels - TV long-form content - and 1100 hours of radio each week. On demand content from NRK's TV and radio archives add substantially to the offering.

NRK is present nationwide, with 16 regional offices, and is the country's largest media company. The corporation currently employs approximately 3,500 people.

Do note that NRK has certain obligations as Norway's public service broadcaster.

- NRK strengthens and develops Norwegian democracy
- NRK contributes to a better understanding of society, each other and ourselves
- NRK inspires us to be more inclusive and curious

NRKs strategy includes:

- NRK provides content that people find, choose and love
- NRK is close to the audience, and exists to everyone's benefit
- NRK is the best depicter of Norwegian and Sami society
- NRK will create open meeting places, lasting experiences and build new understanding
- NRK should have the best knowledge and understanding of people in Norway
- NRK will mirror the population in content and organization
- NRK will systematically develop a networked, innovative culture
- NRK will develop the best publishing and content competency in a digital world
- NRK will increase the share of resources for publishing and content production

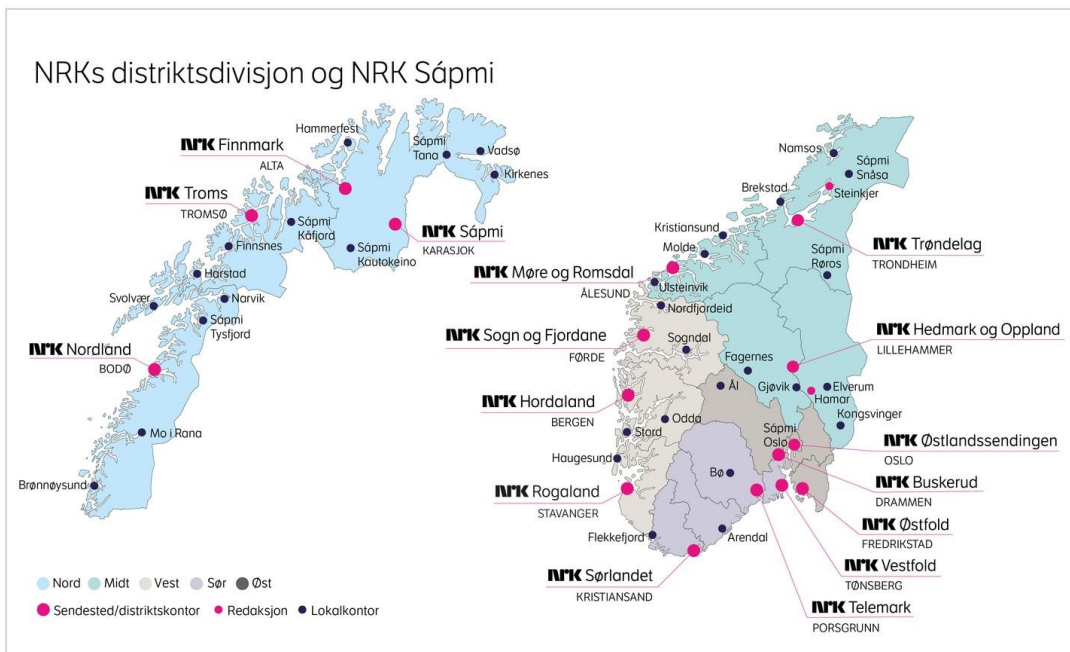
NRK has clear and important values in its charter. The company shall strive to be open, credible and courageous. This includes working to achieve freedom of speech among the population while contributing to media diversity and being available without cost to the entire population.

The strategy elements above reflect NRK being a public service broadcaster with a social assignment. Key elements in NRK's social assignment are the values of confidence in NRK's content and NRK's reputation. Hence NRK will strive for high standards with respect to ethical topics such as compliance with applicable laws and regulations, basic human rights, privacy/GDPR, labour rights and terms, HSE, external environment and responsible business practices. Information security is important to support the same values (the public's confidence and our reputation).

NRK seeks a Contractor that reflects our values and strategy. NRK will be open about what works well and what does not work – with regards to platform, technology and routines through the collaboration described in this RFP. NRK expects the same from the Contractor.

For more information please visit <https://www.nrk.no/about/>

Map of NRK's Offices:



2 ABOUT THE PROCUREMENT

2.1 Background

In February 2018 NRK invited interested contenders to a technical market dialogue with the objective to explore the market for outsourced IT services and initiate dialogue with potential strategic partners. The overall objective of the RFI process was to receive information from the market, to ensure that the best-suited vendors delivered insightful and knowledgeable responses and to ensure their interest in participating in the planned RFP process. The RFI should provide NRK with knowledge and a solid foundation to decide the scope of the RFP.

As an outcome of this RFI process NRK decided a sequential approach temporarily divided into the following four categories:

- 1) Service Desk and Client services;
- 2) network services;
- 3) infrastructure as a service;
- 4) system portfolio consolidation and integration.

This procurement relates to the first mentioned category. NRK reserves the right to both alter the order and content of the categories. For further information regarding the RFI process please refer to BfQ_Attachment 1_Communication to the market May 2019 . In order to achieve first class coordination of these services and ensure a holistic approach the Contractor that will be awarded this contract will also have to sign the enclosed Bridging Agreement.

One of the main objectives in NRK's long term strategy is to be a world class broadcaster and content producer. NRK believes that to achieve this objective we need to prioritize more resources to our core business - content production and broadcasting. Additionally, NRK needs to look more strategic and holistic at the delivery of the services adjacent to the core business.

2.2 Purpose and scope

NRK wants to outsource the operations of some of the standard IT services, as of now Service Desk and Client services to better focus on core business. NRK believes that an external Contractor specializing in Client and Service Desk services can deliver services that satisfy NRK's needs in addition to facilitate and support NRK's needs for internal adjustments and initiatives to develop the services in accordance with the Vision for Client and Service Desk services "*Standardized services based on the needs of the user with a high level of automation and self-service.*" To achieve this vision, seven areas are considered as of critical importance: Focus on the user, Quality and stability, Automation, Continuous improvement, Proactivity, Standardization and Self-service.

By outsourcing the operations of Client services and Service Desk services, NRK wants to achieve four effect goals: Increased quality, Increased scalability and flexibility, Continuous improvement including efficiency, standardization and automation and Freeing up of resources to content production and broadcasting.

Scope of the agreement

At a high-level, Service Desk services in NRK can be described as the SPOC and 1st line support for IT related interactions in NRK. Client services include life cycle management of clients, managing the client during its life cycle – from initial setup, to operation, support, security, incident handling and disposal, in addition to 2nd and 3rd line support for Client services. Clients are defined as Windows clients, Mac clients, Linux clients (option), smart phones, tablets and other devices that can be managed. In total there are about 9100 PC and Mac clients in NRK, and about 4100 mobile devices.

2.3 Transfer of an undertaking to another employer

It is a premise to award this contract that personnel currently holding these functions in NRK will be subject to transfer of business into the chosen Contractor.

Contenders are expected to possess the necessary knowledge of the Norwegian rules and regulations applicable to such transfer, Arbeidsmiljøloven § 16 (Working environment Act. § 16). For the purposes of this Act, transfer shall mean transfer of an autonomous unit that retains its identity after the transfer.

Please refer to Appendix 1, chapter 7 for more detailed information.

2.4 Procurement procedure

This public procurement is conducted as a negotiated procedure in accordance with the Norwegian Act on public procurement of 17. June 2016 (LOA) and the Regulations on Public Procurement No. (FOA) FOR 2016-08-12-974, section I and III - above the EU threshold values.

NRK reserves the right to reduce the number of proposals to be subject to negotiation. A reduction might take place before the negotiations start, or after each of the negotiation stages.

Contenders are expected to possess the necessary knowledge of the general public rules and regulations applicable to the public sector purchases in Norway and the EU. Any omission or mistake in any way whatsoever with reference to this does not give the contender any right to an additional claim.

2.5 Contract notice

The procurement is publicly announced at www.mercell.no (reference NRK-MA3227/19E), www.doffin.no and TED (www.ted.publications.eu.int/official).

The procurement has also been subject to a Prior Information Notice (Doffin reference 2018-377720, TED reference 2018/S 038-084260). In this matter NRK has conducted a market dialogue with potential suppliers. Please refer to BfQ_Attachment 1_Communication to the market May 2019 for details of the outcome of the dialogue.

2.6 Time schedule

The procurement is scheduled to be completed in accordance with the tentative and high-level time schedule provided below.

Milestone/activity	Date
Announcement of Contract Notice and invitation to request for qualification	July 7, 2029
Deadline for submitting questions	August 14, 2019
Closing date for submitting request for qualification	August 28, 2019 at 12 noon CEST
Notification of the result of the qualification and selection. Distribution of the Tender Basis to qualified and selected contenders	September 25, 2019
Closing date for submitting questions concerning the tender documents	October 15, 2019
Closing date for submitting written tender proposal	October 25, 2019 at 12 noon CET
Initial evaluation	Week 45, 2019
Initial negotiations	Week 47/48, 2019
Closing date for submitting revised proposals	Week 49, 2019
Evaluation of revised proposals	Week 51, 2019
Final negotiations	Week 2/3, 2020
Closing date for submitting final proposals	Week 4, 2020
Evaluation of final proposals	
Contract Award Notification	Week 5, 2020

NRK reserves the right to carry out more negotiations if needed.

The contract will be signed after the expiry of the standstill period following the contract award notification.

2.7 Partial bids

It is not permitted to bid for only parts of this contract, the Contractor must deliver all services included in the agreement. The reason is that the Customer sees potential synergies and dependencies between the services in scope and wants to limit the number of Contractors.

2.8 Wages and working conditions

The contract applies to agreements governed by the Regulations No. 112 of 8 February 2008 relating to Wages and Working Conditions under Government Contracts.

3 BRIDGING AGREEMENT

3.1 General

With reference to chapter 2.1 and the upcoming procurements of mentioned service categories the awarded Contractors must accept and sign an identical Bridging Agreement.

3.2 Purpose and duration

The purpose of the Bridging Agreement is to clarify the responsibilities and duties of the Contracting Parties. At the same time, it is a goal to ensure a comprehensive delivery and well co-ordinated interaction between the Contractors and the Customer.

The Contracting Parties related to the various service categories may change over time. The Bridging Agreements duration is corresponding with the respectively main category agreements.

4 QUALIFICATION REQUIREMENTS

This chapter contains qualification requirements. They are regarded as minimum requirements that all must be fulfilled in order to participate in the competition.

4.1 European Single Procurement Document (ESPD)

As a preliminary documentation for the fulfilment of qualification requirements and that there are no grounds for rejection, the contender *and any subcontractors* must validate / fill out the ESPD form in Merzell. The form will automatically be attached to the submitted request for qualification.

As this is a negotiated procedure NRK will *also* require the documentation on the fulfilment of the qualification criteria to be provided as part of the application in accordance with the following sections of this chapter. Please note also that national grounds for rejection apply.

4.2 Organizational and legal position

Qualification requirement	Documentation requirements
K 01 Legal business The Contender shall be a legally registered business	Certificate or equivalent documentation showing that the Contender is registered in a public register in their home country.

4.3 Company tax certificate

Qualification requirement	Documentation requirements
K 02 No tax remarks The Contender should not have substantial tax remarks related to payment of taxes to the public.	Company tax certificate. Documentation on the tax on the employer's salaries and VAT paid from the tax authorities, the "kemnerkontor" (Norwegian form RF-1244 should be used). The certificate must not be dated earlier than 6 months following the deadline for submission of application. Any arrears must be explained. The requirement is only mandatory for Norwegian Contenders, but international Contenders are encouraged to submit similar documentation.

4.4 Economic and financial situation

Qualification requirements	Documentation requirements
<p>K 03 Financial capacity The Contender shall have sufficient economic and financial capacity to fulfil his contractual obligations.</p>	<p>Financial statements for the last three fiscal years including P&L statement, balance sheet, board of directors' annual report and external auditor's report.</p> <p>Any recent information of relevance, e.g. quarterly reports.</p> <p>NRK will obtain a solvency assessment of the Contenders economic and financial situation through Experian if available. If the Contender also will provide their own, or the documentation is not registered in Experian – it must:</p> <ol style="list-style-type: none"> Be based on the most recent annual or later financially relevant information. Provide information on credit worthiness and the degree of bankruptcy risk. Not be dated later than 3 months prior to the closing date for submission of request to participate. <p>If the contender relies on other enterprise's capacity in order to fulfil the qualification requirement, the enclosed "Declaration of commitment" from the relevant subcontractor(s) or co-operating enterprises shall be filled out and submitted, signed by a duly authorised representative from the actual third party/-ies. Similar documentation as requested above must also be submitted for the other enterprise.</p>

4.5 Technical and professional capacity

Qualification requirement	Documentation requirements
<p>K 04 Experience The Contender shall have experience from previous relevant deliveries</p>	<p>Documentation of the most important relevant deliveries the last three years.</p> <p>The documentation must provide for:</p> <ol style="list-style-type: none"> Customers' name and contact information. Delivery scope and delivered solutions and services. Value and/or duration of the delivery. Statement of the delivery's relevance to this procurement. Statement of whether the delivery has been performed by the contender itself or by subcontractors/co-operating enterprises. In the latter case the part/extent of delivery performed by subcontractors shall be specified. <p>References do not necessarily need to be broadcast related.</p> <p>NRK reserves the right to make necessary investigations about the true relevance of the documented deliveries in order to get a complete picture of the Contenders capabilities.</p>

Qualification requirement	Documentation requirements
<p>K 05 Capacity The Contender shall have the capacity to fulfil the contract.</p>	<p>Documentation of the Contender's organisation, professional and technical qualifications, whether it belongs to the contender itself or subcontractors/ co-operating enterprises, listing the number of personnel that can be made available for the execution of the contract; particularly:</p> <ol style="list-style-type: none"> Description of the Contender's organisation, structure and the resources the Contender allocate for the fulfilment of the contract. Overview of technical facilities and capacity for providing Service Desk and Client services, hereunder overview of technologies and services offered by the company and the contender's certifications on these. The number of employees who will be made available for the fulfilment of the contract in all areas and phases of the delivery described by the number of employees and their certification and experience level per area. <p>It must be identified to which organisational/legal entity the resources belong/are employed.</p> <p>If the contender relies on other enterprise's capacity in order to fulfil the qualification requirements, the enclosed "Declaration of commitment" from the relevant subcontractor(s) or co-operating enterprises shall be filled out and submitted, signed by a duly authorised representative from the actual third party/-ies. Similar documentation as requested must also be submitted for the other enterprise.</p>
<p>K06 - Quality assurance The contender shall have established suitable methods and/or systems to ensure the quality of the deliveries.</p>	<p>A copy of certificates (ISO9001 or equivalent) issued by an accredited certification body that documents that the contender has implemented quality assurance measures relevant to the scope.</p> <p>If the contender is not certified according to relevant standards a brief presentation of the contender's implemented methods and/or systems for quality assurance for the relevant parts of the deliveries. The documentation shall have an overall perspective and in particular elaborate how the undertaking through organisation, management, training, processes and routines maintains high quality and value for its Customers.</p>
<p>K07 - Information security assurance The contender shall have established suitable methods and/or systems to ensure information security.</p>	<p>A copy of certificates (ISO27001 or equivalent) issued by an accredited certification body that documents that the contender has implemented information security assurance measures relevant to the scope.</p> <p>If the contender is not certified according to relevant standards a brief presentation of the contender's implemented methods and/or systems for information security assurance for the relevant parts of the deliveries. The documentation shall have an overall perspective and in particular elaborate how the undertaking through organisation, management, training, processes and routines maintains information security.</p>

5 REQUIREMENTS FOR THE APPLICATION

5.1 Language

The request for qualification shall be written in Norwegian or English.

5.2 The structure and the content of the application

Contenders are asked to note in particular that all descriptions must be as complete and as transparent as possible.

The contenders must ensure that the documentation requirements are sufficiently exhaustive for NRK's ability to evaluate the Contenders qualifications, though NRK encourage you to keep responses short and concise. Extensive use of references to *external* and general information where we have to search for necessary information may be a disadvantage for the scoring of the Contender during the assessment.

The application should contain the following parts and documents:

Part	Description
1.	<p>Signed application letter (scanned letter with signature), including</p> <ol style="list-style-type: none"> a. Full name and address, and complete contact information for the Contender, including contact information for the person responsible for the application. b. Brief description of the Contender and any subcontractors/partners; history, markets, products and services, organization, etc. c. Information of which parts of the delivery any subcontractors/partners are intended to be used. d. The Contender's statement for his understanding of section 2.3 “ e. NRK wants to outsource the operations of some of the standard IT services, as of now Service Desk and Client services to better focus on core business. NRK believes that an external Contractor specializing in Client and Service Desk services can deliver services that satisfy NRK's needs in addition to facilitate and support NRK's needs for internal adjustments and initiatives to develop the services in accordance with the Vision for Client and Service Desk services <i>“Standardized services based on the needs of the user with a high level of automation and self-service.”</i> To achieve this vision, seven areas are considered as of critical importance: Focus on the user, Quality and stability, Automation, Continuous improvement, Proactivity, Standardization and Self-service. <p>By outsourcing the operations of Client services and Service Desk services, NRK wants to achieve four effect goals: Increased quality, Increased scalability and flexibility, Continuous improvement including efficiency, standardization and automation and Freeing up of resources to content production and broadcasting.</p> <p>Scope of the agreement</p> <p>At a high-level, Service Desk services in NRK can be described as the SPOC and 1st line support for IT related interactions in NRK. Client services include life cycle management of clients, managing the client during its life cycle – from initial setup, to operation, support, security, incident handling and disposal, in addition to 2nd and 3rd line support for Client services. Clients are defined as Windows clients, Mac clients, Linux clients (option), smart phones, tablets and other devices that can be managed. In total there are about 9100 PC and Mac clients in NRK, and about 4100 mobile devices.</p> <ol style="list-style-type: none"> f. ”. g. The Contender's statement for his understanding of section 7.4 “Confidentiality and freedom of information”.
2.	Signed declarations of commitment from any subcontractors/co-operating parties.
3.	<p>Public certificates, cf. Sections 4.2 and 4.3.</p> <ol style="list-style-type: none"> a. K 01 Certificate or equivalent documentation showing that the Contender is registered in a public register in their home country. b. K 02 Certificate on the taxes and VAT paid.
4.	Documentation on fulfilment of the requirements to the Contender's economic and financial situation (Cf K03), cf Section 4.4.
5.	Documentation on fulfilment of the requirements to the Contender's technical and professional capacity (K04 – K07) in the same outline as in Section 4.5 above.

All electronic application files/documents must be labelled as follows:

<MA3227>_<name of document>_<Company short name>

Example: **MA3227_Cover letter_Company-ABC**

5.3 Submission of request for qualification

The application shall be delivered electronically via the Mercell-web portal, no later than the closing date stated in section 2.6 and must contain the following:

- a. One “Complete application PDF-binder” as NRK is meant to read it.
- b. One complete set of single files/documents, preferably in its original format as described in section 5.2.
- c. One censored version as described in section 7.4 below.

For avoidance of doubt and errors we will ask you to provide both a complete PDF-binder with all documents in the correct order – as well as, a copy of all the above-mentioned single files.

Please note that the Mercell portal will close at delivery deadline.

For further assistance, please contact Mercell support at support@mercell.com /

+47 21 01 88 60 / +47 21 01 88 00.

5.4 Amendments and recall

The request for qualification can be recalled or changed until the application deadline. Revocation shall be made in writing.

Changing the application is considered as a new application and shall be compiled in accordance with the requirements for the application that is stated above.

6 NRK ´S PROCESSING OF THE REQUESTS FOR QUALIFICATIONS

Received requests for qualification will be processed in accordance with the provisions set out below.

6.1 Opening

Opening of submitted applications will be made in NRKs premises immediately after the submission deadline. Contenders will not be allowed to be present at the opening.

6.2 Evaluation of the qualifications

Properly submitted requests for qualification will be evaluated as to whether the qualification requirements are met. Contenders that do not meet the qualification requirements will be rejected in accordance with the provisions set out in the procurement regulations.

Similarly, public procurement regulations chapter 24 will be applied for assessment of the Contender in general.

6.3 Selection criteria

Among the qualified contenders, NRK will select a minimum of three (3) to be invited to participate in the tender proposal stage provided that a sufficient number of suppliers are qualified.

The selection will be based on an overall assessment of the contenders documented economic and financial situation and technical and professional capacity, of which the latter will be emphasised. NRK will particularly seek to select suppliers with relevant experience from previous relevant deliveries.

The selection will also take into consideration the need for good competitive dynamics. Thus, NRK may select the best qualified Contenders representing both small, medium size and large enterprises as far as possible.

7 OTHER PROVISIONS

7.1 Communication regarding procurement

This procurement process is managed via the Merccell portal. The contenders will gain access to the portal in order to download qualification and competition documents, as well as conduct other correspondence concerning the acquisition and submit the application for participation.

Any questions regarding the basis for qualification and other matters concerning the procurement process should only be addressed through www.merccell.no. Inquiries should be labelled "MA3227/19E ". The deadline for questions is stated in section 2.6.

Other inquiries cannot be expected to be answered. Attempts to acquire information or to influence NRK´s employees involved in the procurement process may lead to rejection or that the competition is cancelled.

Incoming questions will be reviewed and answered in a general and anonymous manner, and will be continuously distributed via www.merccell.no, where e-mail notification will be submitted to the contact persons registered without undue delay.

7.2 Confirmation of intent to participate

Contenders are kindly asked to confirm the download of the basis for qualification and inform whether they intend to apply for participation. This can be communicated through the procurement portal www.merccell.no by using the "I want to submit an offer" button, preferably within 10 days after reading.

7.3 Corrections, addenda or change of the basis for qualification

If a contender understands that the basis for qualification may contain errors, ambiguities or that submitted files cannot be read as expected, the contender is encouraged to contact NRK to get the error corrected or to get possible confusion clarified.

NRK reserves the right to make necessary changes in the basis for qualification. If needed, the deadline could be extended proportionately.

7.4 Confidentiality and freedom of information

With reference to the regulation on public procurements § 7-3 has new Act on the right to access to public services (Act 2006-05-19 no 16) entered into force with effect from 1.1.2009. In pursuance to this, the public can after the Contract award, require access to, among other things, filed qualification applications and submitted tenders prepared for publication.

In accordance with the Norwegian Freedom of Information Act § 23 (3), the public can request access to information in requests for qualification as well as proposals after the contract is awarded. NRK may exempt information considered as trade secrets and other matters of competitive significance, ref. the Norwegian Public Administration Act § 13.

Hence NRK will require the Contender to enclose a copy of the request for qualification where any trade secrets or other matters of competitive significance has been censored. The contenders should note that NRK has an independent responsibility to assess the extent of information that the Contender requests to be exempt from publication.

If the contender does not enclose a document specifically prepared for publication, NRK will consider the original qualification document ready for publication at its own discretion.

Qualification applications and tenders will not be returned but filed or properly destroyed.

7.5 Cost of participation in the competition

Contenders prepare and deliver request for participation and participate in the subsequent proposal stage and negotiated procedure at their own expense and risk.

NRK assumes no further financial responsibility for the invested effort or other costs in connection with the request for participation or the participation in the competition as such.

7.6 Cancellation of the competition and complete call off

NRK reserves the right to cancel the competition if there are objective reasons for this.

7.7 Tender Documents

The tender documents are enclosed and will be made available for qualified and invited Contenders along with the Invitation to participate. Please be advised that the tender documents should not be responded to in the qualification stage.

8 ATTACHMENTS

1. BfQ_Attachment 1_Communication to the market May 2019
2. BfQ_Attachment 2_Declaration of commitment