



Norges
vassdrags- og
energidirektorat

TENDER DOCUMENT

in accordance with the Norwegian Public Procurement Regulations, Part I

Supply of services in information, intelligence and support for preparation of travels and follow-up on travellers

Archive ID.

202013970

02 November 2020



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1 GENERAL DESCRIPTION

1.1 Contracting authority

The mandate of the Norwegian Water Resources and Energy Directorate (**NVE**) is to ensure an integrated and environmentally sound management of the country's water and energy resources. The directorate plays a central role in the national flood and landslides contingency planning and bears overall responsibility for maintaining national power supplies.

The NVE head office is located in Oslo, and the regional offices are located in Førde, Trondheim, Narvik, Tønsberg and Hamar. NVE has approximately 600 employees.

NVE participates in institutional capacity building activities together with partner institutions in countries in Africa and Asia. The International Department (**IN**) is responsible for coordinating this activity. As part of this work, extensive travel is necessary. IN is the **Client** for this assignment.

1.2 Scope

The Client needs to have an accurate and up-to-date understanding of the situation in cooperation countries in order to manage travel risk in a satisfactory manner. The Client therefore desires to contract one or several service providers that can provide:

- A. Updated country information
- B. Local health services, medical support, and medical evacuation capacity
- C. Security tracking, security support, and security evacuation capacity

The services are further described in Annex 1: Scope of work.

Bidders may offer a bid for one or several of the packages. The Client reserves the right to:

- Not to purchase all packages, if that is deemed to be most advantageous for the Client. Package A will be procured.
- Award the different packages to different service providers, if that is deemed to be the most advantageous for the Client.
- Award all packages to one provider, even if the provider does not have the best score for each package, if that is deemed to be the most advantageous for the Client.

Bidders may offer additional services as options if desired. Optional services shall be clearly marked as options in the tender and be separately described and priced.

1.3 Important deadlines

The following deadlines will apply for this assignment:

Activity	Deadline
Invitation to tender published in DOFFIN	06.11.2020, 18:00 CET
Submission of tender	30.11.2020, 12:00 CET
Tender opening	30.11.2020, 13:00 CET
Preliminary evaluation	Week 49
Negotiations with bidders	Week 50
Submission of revised tenders	08.01.2021, 12:00 CET
Tender opening	08.01.2021, 12:00 CET
Final evaluation	Week 2
Notification of award	21.01.2021
Signature of contract	01.02.2021
Period of validity of tenders	90 days
Contract period	2 (+1 +1) years

The deadlines after the tender opening are preliminary. An extension of the period of validity of tenders must be agreed with the supplier.

2 TERMS FOR THE COMPETITION AND TENDER REQUIREMENTS

2.1 Procurement procedure

The procurement is conducted in accordance with the Norwegian Public Procurement Act of 17 June 2016 (LOA) and Public Procurement Regulations (FOA) FOR 2016-08-12-974, Part I.

The Client intends to carry out negotiations with 2 to 4 bidders. Negotiations may concern all aspects of the tenders. The selection of bidders to invite for negotiations will be made after the preliminary evaluation of tenders, *i.e.* made in accordance with an assessment of the award criteria. Only bidders that are considered to have a realistic possibility to produce a winning bid will be invited for negotiations.

Negotiations may be skipped if the Client, after the preliminary evaluation, considers that negotiations are not appropriate for raising the quality of the bids. A dialogue for clarifications and corrections will be conducted, if need be.



The supplier is strongly encouraged to follow the instructions given in this tender document with attachments and ask if anything is unclear.

2.2 Confidentiality

The Norwegian Freedom of Information Act regulates the public access to the documents relating to a public procurement. The contracting authority and its employees are obliged to prevent others from gaining access to knowledge of information about technical installations and procedures or operating and business conditions that due to commercial importance are confidential, cf. FOA §§ 7-3 and 7-4 and, cf. the Norwegian Public Administration Act § 13.

2.3 Period of validity of tenders

Tenders shall remain valid for a period as specified in item 1.3.

2.4 Communication

All communication regarding this procurement shall take place via the Merccell web-page, www.merccell.com.

When in the competition web-page, bidders must select the communication tab. Then click on the new message symbol. Enter the relevant information and press the symbol to send. The Client will then receive the message. If the question is relevant for all tenderers, the client will answer this anonymously by providing the answer as additional information. Additional information is available under the Request tab and then under the Additional Information tab. You will receive an email with a link to the additional information.

Questions/inquiries that are received later than 5 working days prior to the deadline(s) will not be answered.

2.5 Sub-contractors

If the supplier uses sub-contractors for parts of the work, the supplier must document that he or she will have the necessary resources at his disposal. This can be done through a signed declaration from the sub-contractor, pledging the resources necessary for the assignment to the supplier.

2.6 Language

Tenders must be submitted in English.



3 QUALIFICATION CRITERIA

The suppliers have to supply documentation that they fulfil the following qualification criteria.

3.1 Experience from similar assignments

Criteria	Documentation requirements
The supplier must demonstrate that they have experience with provision of similar services during the last 3 years.	Description of a maximum of 5 relevant reference assignments. A contact person at the client, with e-mail address and cell-phone number, must be provided.

3.2 Supplier's registration, authorization etc.

Criteria	Documentation requirements
The supplier must be registered in a professional or trade register in the country where the company is established.	For Norwegian companies: Firmaattest For foreign companies: Documentation that the company is registered in a professional or trade register as required by law in the country where the company is legally established.

4 AWARD CRITERIA

Tenders will be assessed according to the following evaluation criteria, applied independently to each package, *i.e.* there will be a separate score for each package.

Criteria	Weight	Documentation requirements
Price	$w_f = 10\%$	Completed price schedule (the price shall be stated in NOK, USD or Euro). Prices shall be quoted exclusive of VAT, but inclusive of other taxes that apply.
Quality	$w_q = 90\%$	Completed documentation as regards specifications in Annex 1: Scope of work.

Annex 1: Scope of work contains further information on the evaluation criteria.

For each package, A – C, the bids will be evaluated using the methodology described in the following. The scores for the price and quality will be added, weighted with the weights given in the table above:

$$S = S_f \cdot w_f + S_q \cdot w_q, \text{ where}$$

S_f is the bidders financial score for the package, and

S_q is the bidders quality score for the package.



Each package can be awarded independently, but several can be awarded to one bidder if differences between bids are considered to be small, see section 2.2.

Scoring of the Price

The formula for determining the financial scores will be:

$$S_f = 10 \times F_{\min}/F, \text{ where}$$

F_{\min} is the lowest price quoted

F is the price of the proposal under consideration

Scoring of Quality

Quality shall be scored by assessing the submitted documentation against each sub-category (see Annex 1: Scope of work) and allocating a grade according to the grading system described below. A weighted sum, Q , is calculated for the criterion. The quality score, S_q , for the bidder is then calculated:

$$S_q = 10 \cdot Q/Q_{\max}, \text{ where}$$

Q_{\max} is the highest quality score achieved by any bidder for the package in question.

Grading system to be used for sub-categories:

10	Excellent	The criterion requirements are fully met or exceeded. This could only be given to the best qualifications offered in the bids. It might therefore be worthwhile to make a preliminary review of CVs before marking.
8	Very good	The criterion requirements are fully met
6	Satisfactory	The criteria are adequately met
4	Acceptable	The criteria are met, but there are deficiencies
2	Weak	Significant deficiencies which gives rise to concern that they may impact negatively on the implementation of the assignment
0	Non-compliance	Criteria not met or information given inadequate for an assessment to be made

Points shall be given in steps of 0.5.

5 TENDER SUBMISSION AND FORMAT

5.1 Submission of tenders

The tenders must be submitted on digital format in the Merccell web-page.



5.2 *Format*

The tender must be submitted in accordance with the following requirements:

1. Tender letter
2. Specification of the packages offered.
3. Documentation of compliance with section 3.1
4. Price schedule. Prices must be quoted in USD, Euro or NOK, and the currency specified. If different bids specify different currencies, the bids will be compared using the exchange rate given by www.dnb.no for transfers to the currency at the date of the deadline for submission.

6 ATTACHMENTS

- Scope of work
- Template for tender letter
- Price schedule
- Contract format



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Annex 1: Scope of work

Travel Support and Information

28 October 2020



1 Introduction

1.1 *Background*

The Norwegian Water Resources and Energy Directorate (NVE) provides capacity building to partner institutions with similar responsibilities as part of the Norwegian development aid. This work is financed through the Norwegian Ministry of Foreign Affairs, Norwegian Embassies and NORAD.

To carry out this support, NVE's employees frequently travel to countries in Eastern Europe, Africa and Asia.

1.2 *Objective of the services*

The main objective of the services requested is to ensure that NVE has the necessary information and support available to understand the actual situation in the countries to be visited and handle the planning, preparation and travel to the relevant cooperation countries in a safe manner.

1.3 *Organisation and responsibilities*

The International Department (IN) at the Director's General Office in NVE employs six (6) persons that are working as Program Directors, and that are responsible for implementing capacity building programs, as well as supporting EU Grant projects. In addition, IN currently has Resident Advisors in Myanmar and Georgia.

To implement the programs, IN's Program Directors mobilise NVE staff from technical departments, as well as from Norwegian and international consultants. Typical subjects included in the programs relates to NVE's core areas, such as for example energy sector regulation, energy and water resource legislation and hydrology. In total, during a year, it could be expected that approximately 50 – 60 different persons are travelling to support such programs. Travel days in such a case would be about 800 – 900 days.

Presently, IN has programs in the following countries: Angola, Bulgaria, Croatia, Georgia, Liberia, Mozambique, Myanmar, Nepal, Poland, Romania, Slovakia, Tanzania, Uganda, and Ukraine

When traveling to a cooperation country, meetings usually find place in the capital at the Norwegian Embassy or at the offices for the relevant local authorities. However, field trips to partner offices and installations, or to projects, also take place, as well as for hydrology field work.



2 Scope of Work

2.1 Services

The services are organised in several packages. The bids shall describe and price each package separately. Bidders may submit bids for one or several of the packages.

A. Country information

The Service Provider shall provide an analytic description of the situation in countries and regions. The description shall cover different categories, which should be comparable with IN's risk categories for travel:

- 1) Personal safety and security,
- 2) Nature and society,
- 3) Operational risk, and
- 4) Political risk.

The information must be efficiently distributed on an existing IT platform, have a user-friendly format and be up to date. The analytical information must be updated on a daily basis and reflect the latest developments.

In addition, the Service Provider must be able to immediately provide information and updates on serious incidents or developments in the relevant countries.

If possible, the Service Provider shall connect with the NVE's Travel Agency in Norway, making sure any person (from NVE) booking a ticket to work on any of IN's programs, will receive relevant country information when booking, and until the journey is finalised, be immediately updated on recent incidents or developments in the country in question.

Bidders shall describe the sources of this kind of information, and in particular in the current cooperation countries of IN.

B. Local health services, support, and evacuation

IN seeks to enter into an agreement with a Service Provider to get access to health-related services on a country level in Angola, Georgia, Mozambique, Myanmar, Nepal, Tanzania, Uganda and Ukraine. The Service Provider should either have own doctors, clinics, or hospitals, or have agreements in place with such institutions in the program countries. Due to the different level of activities in different Programs, IN may choose to only enter into such an agreement in some of these countries.

The Service Provider must describe the medical services that are available, qualification of local personnel, as well as response time and reach in case of ambulance services.

The Service Provider should be able to provide medical advisory support via phone and/or email, and, if necessary, have resources present with the injured/ill person, particularly at hospitals making sure that correct and necessary treatment is provided. The Service Provider must state the expected mobilisation time for such support in the listed countries.

The Service Provider should also have resources available to carry out evacuation of injured/sick persons. This should cover both to neighbouring countries for better treatment opportunities, as well as returning people back to Norway.

C. Security tracking, support, and evacuation

The Service Provider shall describe their solution for tracking of travellers and possibilities for emergency notifications from travellers, preferably directly to the Client's Emergency Response Leader or NVEs 24/7 Guard on Duty, alternatively to the Service Provider's Emergency Support.

The description must include the media/channel that is used for both tracking and notifications, if these are standard channels or adapted by the Service Provider to fit the task.

Likewise, the description shall include which advisory support the Service Provider may provide to the head office in different situations.

The Service Provider should also describe its evacuation capacity from the relevant countries where the Client is working. This should indicate the approximately expected timeline to evacuate a person in case of security related emergency, including epidemic situations.

D. Optional additional services

We would also appreciate to know if the Service Provider is open to accept assignments, providing information on a particular topic, area, or organisation (ref. A. Country information).

The Service Provider should describe any other services, such as secure transportation, armed escort, general security of buildings, that they may provide or support the Client with on the ground to secure travellers or resident advisors (ref. C. Security tracking, support and evacuation).

If relevant, the Service Provider should describe what kind of support they may provide on the ground, should a traveller find him- or herself in a security related situation (ref. C. Security tracking, support, and evacuation).

If relevant, the Service Provider shall give examples of what kind of training they can provide to build competence in an organisation on either of the above topics. The courses could either be online training in a webinar, online interactive courses (preferably with a test), or classroom courses (combined with outdoor practical training). The Service Provider is also recommended to indicate if there are courses they strongly recommend the Client to incorporate as part of the Travel management system.

3 Financial Proposal

The Client intends to enter into a contract comprising a fixed fee for professional services. Different arrangements for handling of reimbursement of expenses related to services under letter D can be discussed during negotiations.

The Bidders should submit a Proposal for the Services showing the cost of item A, B and C separately, and clearly state what is covered under the given cost. If there is a need to further detail the fee structure, bidders are invited to provide their proposal.

Remuneration (fixed fees)

Ref.	Services	Fixed Fee/year	Variable Fee/year
A.	Country information		
B.	Local health services, support, and evacuation		
C.	Security tracking, support, and evacuation		

The variable fee shall be evaluated assuming 60 travellers on travel for a total of 850 days per year.

If the bidder offer optional services, ref. letter D, the bidder shall give examples of cost structures to be used, if a fixed fee schedule would be inappropriate, and state approximate costs per pricing units. Prices for optional services will not be considered in the evaluation.

4 Evaluation criteria for quality of services

Sub-criteria and weights for evaluating quality of proposals:

Ref.	Services	Weighting
A.	Country information	100%
A.1	Frequency for updating analytical information	25%
A.2	Response time for distribution of information about new events	25%
A.3	Type of sources and location of sources	25%
A.4	How effective the shared information becomes available	25%
B.	Local health services, support, and evacuation	100%
B.1	Presence, availability and qualification of medically competent personnel in-country	25%
B.2	Medical facilities and services offered in-country	25%
B.3	Geographic coverage of ambulance service	20%
B.4	Capacity for medical evacuation (mobilization time, transport time)	20%
B.5	General support from head office	10%
C.	Security tracking, support, and evacuation	100%
C.1	Flexibility and accuracy of tracker services	35%
C.2	Availability and location of resources for advisory support	35%
C.3	Mobilisation time for security evacuation	30%



Annex 2. Template for tender letter

Tender letter

(Supplier shall complete the table below and sign under the table.)

Company name:			
Company registration number:			
Address:			
Visiting address:			
Telephone number:			
Contact person:			
Telephone number:		Mobile number:	
E-mail address:			

The supplier hereby confirms that the submitted tender is in accordance with the terms and conditions that are given in the tender documents.

We stand by our tender until the date given in the tender document. The tender can be accepted by the contracting authority anytime up to the end of the period of validity of tenders.

We declare that we satisfy the competition's qualification requirements.

Place

Date

Signature

Name in block capitals



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Annex 3: Price Schedule

Prices shall be stated in NOK, USD or €

Ref.	Services	Fixed Fee/year	Variable Fee/year
D.	Country information		
E.	Local health services, support, and evacuation		
F.	Security tracking, support, and evacuation		

Currency used:

Basis for variable fee:

Bids will be evaluated assuming 60 travellers on travel for a total of 850 days per year.



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Annex 4. Contract template

NVE's general terms (uploaded In Merzell).