

NRK-MA3506/22E

**FRAMEWORK
AGREEMENT FOR
LICENSING
SOLUTION
PROVIDER**

SUMMARY OF NRK'S RFI PROCESS 2022

SEPTEMBER 2022

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Introduction

Norwegian Broadcasting Corporation Ltd, subsequently named NRK, invited interested contenders to participate in a technical market dialogue with the objective to increase our insight into what kind of LSP services are available in the market, and how different suppliers deliver and price their services.

This has been useful input for the work on preparing the RFP and will hopefully give all potential Tenders an advantage in the form of an improved requirement specification from NRK's side. Our goal was to ensure that we would get a response from the market and not only from the current provider.

This RFI activity consisted in several meetings with the following companies who showed interest in our request:

Crayon, Atea, SoftwareONE and Insight

To summarize our impressions from this process, we would like to use the areas of particular interest in the invitation to this RFI to tag our learnings:

- **Range of services and scope**
- **Models for possible forms of service provision**
- **Different pricing models**
- **Transparency within pricing and invoicing**
- **What should be included in the contract**
- **What participation is required from NRK to secure the value of the proposed LSP services**

Range of services and scope

We wanted to understand the markets' ability to deliver the scope NRK would like to acquire. Our findings were that all had a core of services – mostly related to the acquisition of Microsoft products, however – all said they could offer services related to other software acquisitions to various degrees.

Models for possible forms of service provision and transparency

As mentioned above we found that all could provide the typical services we have required in this tender. NRK also wanted to understand what implications this made on our own contribution in utilizing these services and got the answer we probably should have expected.

Different pricing models

The most intriguing question to us was that we did not know how the cash flows and remunerations from Microsoft influenced the economical mechanisms of such an agreement. Our takeaways from our meetings is that the timing of the entering into an MS EA agreement does make a difference, but hopefully not too much. Hopefully this influence has diminished somewhat over the last years. There are other price and remunerations in the agreement that will matter more in the future.

What should be included in the contract

What is clear within the typical scope and what is perhaps less obvious within the scope, discussions around what should be part of a fixed scope and price versus optional services. During the different talks we found a set of services should be included, however this related strongly to the organization own ability to uptake and utilize these services in the day-to-day business. We believe this has been reflected in this tender.

Overall summary

The RFI-process has been very useful for NRK. The picture of what can be delivered from the industry today is more clearly defined. It is also possible to anticipate some information about the most likely future for these types of contracts.

NRK would also like to thank all participants from the industry for contributing to improve our learnings.

Kind Regards from NRK