



# **Solution for new Ingest System of Media Assets**

**NRK 2024-295**

Tender Provisions

Norwegian Broadcasting Corporation Ltd. (NRK)

Bjørnstjerne Bjørnsons Plass 1

N-0340 OSLO, Norway

Switchboard: +47 23 04 70 00

Website: [www.nrk.no](http://www.nrk.no)

Norwegian Business Registration NO976 390 512

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## Attachments

1. Declaration of Commitment [template]

## 1 INTRODUCTION

Norwegian Broadcasting Corporation Ltd., subsequently named NRK, invites interested contenders to request for participation in a restricted negotiated procedure for the delivery of an **Ingest system of Media Assets** (hereinafter referred to as “Solution”).

Norway's leading public broadcaster, NRK, creates and delivers radio and television programs for the whole country. NRK also offer a wide range of content online, on mobile apps, and even text-TV.

- **TV:** NRK distributes several channels featuring everything from news and documentaries to dramas and entertainment shows. (NRK1, NRK2 and NRK3/NRK Super) plus eleven regional TV-channels
- **Radio:** NRK operates a large radio network with stations dedicated to news, music, and talk shows. (NRK P1, NRK P2 and NRK P3) plus several niches and regional radio channels and services, and an extensive on-demand podcast service (nrk.no)
- **Online:** NRK's website, NRK.no: <https://www.nrk.no/>, is the largest online site in Norway. It features news (national and international), local news, radio and TV programs, podcasts, weather, and content on health, culture, entertainment, humor, and current affairs.
- **Mobile:** NRK has apps for both iOS and Android devices, allowing users to access their content on the go.
- **NRK Super:** Is NRKs dedicated children's platform, NRK Super: <https://nrksuper.no/>, specifically designed for children, featuring their favorite shows, movies, and entertainment.

NRK is located nationwide, with 15 regional offices, plus several local representatives around the country and correspondents abroad. Presently NRK employs approximately 3,450 people.

For more information, please visit [www.nrk.no](http://www.nrk.no).

## 2 ABOUT THE PROCUREMENT

### 2.1 **Background and purpose.**

NRKs current ingest solution is nearing its end of life/support. The current system is decentralised, with ingest servers located across Norway. Often, the same content is ingested multiple times at different locations. NRK aims to substitute the old solution and implement a new centralised ingest solution, housed in data centres and provide remote accessible distributable to production capacities throughout the country.

Thus, the objective of this procurement is to provide NRK with a general purpose ingest system that will fulfil NRKs live ingest requirements and thus contribute to NRKs long-term strategic goals.

In addition to the basic tasks to be performed by an Ingest-system, important objectives sought realised through the solution are:

- Technological renewal and modernization
  - Technological shift from SDI to AVoIP
  - Modern software development and operation methodologies
  - Scalability and flexibility
  - Environmental responsibility
- Integration, automation, and efficiency

- API driven
- Increase level of automation and performance
- Secure service availability
  - High availability and resilience
  - Secure by design, not as an afterthought

## **2.2 Scope of procurement**

The procurement includes an ingest solution with associated hardware, integrated with current and future Media Asset Management (MAM) that supports the reference architecture requirements and being compatible with MPP technologies, formats, encoding formats as described SSA-T Appendix 1 and should be deployable both on premises and on public cloud infrastructure.

For the purpose of this procurement, the scope is as follows:

- General purpose ingest
- District and regional news ingest
- Studio / multi-cam ingest
- Visual radio
- Ingest servers and software
- Ingest scheduling software
- Playback of hi-res content

In a best effort to clarify the process scope, the following list attempts to summarize some functional areas that are initially not in scope:

- National news - replay/ingest/edit
- Sports - replay/ingest/edit
- Playout – main transmission playout system
- File ingest/upload

Although the above items are initially considered out of scope, NRK reserves the right to include these items as optional.

## **2.3 Trusted advisor**

NRK has engaged dB Broadcast Limited as trusted advisor for the planning and execution of the procurement process and subsequent contract execution. As part of their role, dB Broadcast Limited will have full access to all submitted documentation during the proceedings.

## **3 PROCUREMENT DOCUMENTS**

The Procurement Documents consist of the Contract Notice, these Tender Provisions, and General Contract Terms with appendices.

For the qualification and selection stage these documents are attached as a comined PDF binder, but will be made available in editable format for qualified and selected contenders.

The contract terms are based upon the Norwegian Government's Standard Terms and Conditions for Agreement governing the delivery of software that is developed or customised for the Customer and Agreement governing the maintenance and servicing of software and equipment (SSA-T and SSA-V - 2018).

The Procurement Documents include the following parts and documents:

Part	Document
I	Tender Provisions (this document) including the administrative provisions for the procurement. Please note that chapters 8 and 9 only apply for the competitive stage.
II	General Contract Terms; Agreement governing the delivery of software that is developed or customised for the Customer and Agreement governing the maintenance and servicing of software and equipment (SSA-T and SSA-V - 2018)
III	<p>Appendices to SSA-T</p> <ul style="list-style-type: none"> <li>• Appendix 1: Customer requirements specification <ul style="list-style-type: none"> <li>○ Attachment 1 – NRK Device ST2110 ST2059 NMOS Conformance</li> <li>○ Attachment 2 - NRK Supplier Security Requirements</li> <li>○ Attachment 3 - Best Practice Guidelines for the EU Code of Conduct on Data Centre Energy Efficiency.</li> <li>○ Attachment 4 - Checklist transfer to third countries</li> </ul> </li> <li>• Appendix 2: Contractor solution specification</li> <li>• Appendix 3: Customer technical platform</li> <li>• Appendix 4: Project and progress plan</li> <li>• Appendix 5: Testing and approval</li> <li>• Appendix 6: Administrative provisions</li> <li>• Appendix 7: Total price and pricing provisions</li> <li>• Appendix 8: Changes to the general contractual wording</li> <li>• Appendix 9: Changes subsequent to the conclusion of the Agreement</li> <li>• Appendix 10: Licence terms and conditions for standard software and free software</li> </ul>
IV	<p>Appendices to SSA-V</p> <ul style="list-style-type: none"> <li>• Appendix 1: Customer requirements specification (requirements for the maintenance services)</li> <li>• Appendix 2: Contractor solution specification (description of the maintenance services)</li> <li>• Appendix 3: Software and/or equipment to be maintained</li> <li>• Appendix 4: Project and progress plan for the establishment phase</li> <li>• Appendix 5: Service level with standardised price reductions</li> <li>• Appendix 6: Administrative provisions</li> <li>• Appendix 7: Total price and pricing provisions</li> <li>• Appendix 8: Changes to the general contractual wording</li> <li>• Appendix 9: Changes subsequent to the conclusion of the Agreement</li> <li>• Appendix 10: Third party's terms and conditions for the maintenance of third party's software</li> </ul>
V	<p>Other documents</p> <ul style="list-style-type: none"> <li>• NRK Business Partner Code of Conduct</li> </ul>

In the textual description of a need/requirement in the procurement documents, wording such as "must" and "should" is used to indicate the importance of the requirement. NRK does not use absolute minimum requirements but will evaluate fulfilment based on either relative or binary assessment depending on whether the requirement is included as documentation in the award criteria or as a contractual requirement, cf. chapter 9.

**Please be advised that the SSA-T and-V Appendices should not be responded to and submitted in the qualification and selection stage.**

## 4 ADMINISTRATIVE PROVISIONS

### 4.1 Procurement procedure

This public procurement is conducted as a competitive procedure with negotiation in accordance with the Norwegian Procurement Act of 17. June 2016 (“Anskaffelsesloven”) and the Regulations on Public Procurement (“Anskaffelsesforskriften”) No. 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 may take place before the negotiations start, or after each of the negotiation stages. NRK also reserves the right to award the contract without negotiations if deemed appropriate based on the submitted proposals.

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.

### 4.2 Time schedule

The procurement is scheduled to be completed in accordance with the tentative and high-level time schedule provided below. The scheduled is based upon the assumption of two rounds of negotiations and final. Any amendments will be communicated to the Contenders.

Milestone/activity	Date
Announcement of Contract Notice and invitation to request for qualification	19.4.2024
Deadline for submitting questions	15.5.2024
Closing date for submitting request for qualification	21.5.2024 at 12.00 CEST
Notification of the qualification and selection result and invitation to participate in the competitive stage	30.5.2024
Closing date for submitting questions concerning the tender documents	17.6.2024
Closing date for submitting written proposal	24.6.2024 at 12.00 CEST
Initial evaluation (incl. summer holiday) w/ possible reduction	Week 26 - 35
Initial negotiations	Week 36
Updated proposals	Week 37
Evaluation w/ possible reduction	Week 37 - 38
Final negotiations w/ PoC	Week 39
Closing Date Best and Final Proposal	4.10.2024 at 12.00 CEST
Final evaluation	Week 41
Contract award	16.10.2024

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

### 4.3 Communication regarding the procurement

This procurement process is managed in the Merccell portal. Contenders will have to log in to the portal to download the Procurement Documents, as well as to conduct other correspondence concerning the procurement and to submit their 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](http://www.merccell.no). Inquiries should be labelled Case number “NRK 2024-295” in the subject field. The deadline for questions is stated in section 4.2.

Other inquiries cannot be expected to be answered.

Incoming questions will be reviewed and answered in a general and anonymous manner, and will be distributed successively via [www.mercell.no](http://www.mercell.no), where e-mail notifications will be sent to the contact persons registered without undue delay.

Attempts to obtain information from, or to influence NRK's employees who are involved in the procurement process may lead to rejection of the Contender or the proceedings being cancelled.

For further assistance regarding use of the portal, please contact Mercell support at [support@mercell.com](mailto:support@mercell.com) / +47 21 01 88 60 / +47 21 01 88 00.

#### **4.4 Confirmation of intent to participate**

Contenders are kindly asked to confirm the successful download of the basis for qualification and inform whether they intend to apply for qualification. This can be communicated through the procurement portal, [www.mercell.no](http://www.mercell.no), by using the button "I want to submit an offer", preferably within 10 days after downloading the Procurement Documents

#### **4.5 Corrections, addenda or change to the Procurement Documents**

If a contender understands that the Procurement Documents 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 clarify potential confusions.

NRK reserves the right to make necessary changes in the Procurement Documents. If needed, the deadline could be extended proportionately.

#### **4.6 Confidentiality and freedom of information**

Pursuant to the Norwegian Regulation on Public Procurement § 7-3, and the Freedom of Information Act of 19 May 2006 no.16 ("Offentleglova") the public may after the contract is awarded request access to certain documentation, hereunder submitted proposals. Hence NRK reserves the right to request a redacted version of requests for qualification and proposals to be submitted if an access request is received.

For NRK to fulfil its duty on confidentiality in accordance with Regulation on Public Procurements § 7-4, cf. the Norwegian Public Administration Act ("Forvaltningsloven") § 13, the redacted version shall make illegible trade secrets or other matters which are deemed to be competition sensitive. However, NRK has an independent responsibility to assess under Norwegian law the extent to which the information may be disclosed to the public. Similarly, if a redacted version upon request is not submitted without undue delay.

#### **4.7 Cost of participation**

Contenders prepare and deliver request for participation and participate in the subsequent competitive stage 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 proceedings as such.

#### **4.8 Cancellation of the proceedings and complete call off**

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

### **5 QUALIFICATION AND SELECTION REQUIREMENTS**

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

## 5.1 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 that the Contender rely on to fulfil the qualification and selection requirements must validate / fill out the ESPD form in Merccell. 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.

## 5.2 National rejection grounds

According to ESPD Part III: Grounds for Rejection, Section D: "Other rules for rejection set out in the national law of the Contracting Member State" The Norwegian procurement rules goes beyond what follows from the grounds for refusal set out in the EU Public Procurement Directive and in the standard ESPD form. It is therefore emphasized that in this procurement, all the national rules for rejection in the Procurement Regulations ("Anskaffelsesforskriften") section 24-2 apply, including (non-approved translation):

§ 24-2 (2). In this provision, it is stated that the contracting authority shall reject a supplier when he is aware that the supplier is legally convicted or has accepted a fine for the specified criminal offenses. The requirement that the client rejects suppliers who have accepted a penalty for the specified criminal offenses is a special Norwegian requirement.

§ 24-2 (3) letter i. The rules for rejection in the ESPD form apply only to grave errors in the exercise of a profession, while the Norwegian rules for rejection also include other serious errors that may cause doubts about the supplier's professional integrity.

## 5.3 Mandatory documentation requirements

Qualification requirement	Documentation requirements
<b>Q 01 – The Contender should not have substantial arrears related to payment of public taxes and fees</b>	<p>Company tax certificate. Documentation on the tax on the employer's salaries and VAT paid from "kemnerkontor" (Norwegian form RF-1244 should be used). The certificate must not be dated earlier than 6 months prior to the deadline for submission of application.</p> <p>Any arrears must be explained.</p> <p>The requirement is only mandatory for Norwegian Contenders, but international Contenders are encouraged to submit similar documentation.</p>

## 5.4 Organisational and legal position

Qualification requirement	Documentation requirements
<b>Q 02 – The Contender shall be a legally registered business.</b>	Certificate or equivalent documentation showing that the Contender is registered in a public register in their home country.



## 5.5 Economic and financial capacity

Qualification requirements	Documentation requirements
<p><b>Q 03 – The Contender shall have sufficient economic and financial capacity to fulfil the contractual obligations.</b></p>	<p>The Contender’s economic and financial situation should be documented with the following information:</p> <p>Financial statements for the <u>last three</u> fiscal years including P&amp;L statement, balance sheet, board of directors’ annual report and external auditor’s report (or equivalent).</p> <p>Any recent information of relevance, e.g., quarterly reports and <u>preliminary</u> P&amp;L statement and balance sheet in the event that the official 2023 accounts have not been finalised/approved.</p> <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/parties. Similar documentation as requested above must also be submitted for the other enterprise.</p> <p>NRK will obtain a solvency assessment of the Contender’s economic and financial situation through Experian to evaluate credit worthiness and the degree of bankruptcy risk.</p>

## 5.6 Technical and professional capacity

Qualification requirement	Documentation requirements
<p><b>Q 04 Previous experience – The Contender shall have good experience from previous similar and relevant deliveries.</b></p>	<p>Documentation of the most important deliveries in the previous three years with reference to this procurement.</p> <p>The documentation must <u>for each previous delivery</u> provide for:</p> <ul style="list-style-type: none"> <li>customer name and contact information</li> <li>delivery scope and delivered solutions and services. including a brief elaboration on how the delivery is considered relevant for this procurement</li> <li>value and duration of the delivery</li> <li>statement of whether the delivery has been performed by the Contender alone or with the help of subcontractors/co-operating enterprises. If not alone, the parts performed by other than the Contender must be specified.</li> </ul> <p>NRK reserves the right to make necessary inquiries about the relevance of the documented deliveries in order to get a complete picture of the Contender’s capabilities.</p> <p>NRK should be able to contact the references directly without further approval from the Contender.</p>
<p><b>Q 05 Competence and Capacity – The Contender shall have the capacity and the expertise in relation</b></p>	<p>Documentation of the organisational, professional and technical qualifications of the contender, 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. The contender shall:</p>

Qualification requirement	Documentation requirements
<p><b>to the products and services offered.</b></p>	<p>Provide a brief overview of the professional competence and experience of the contender.</p> <p>Describe the Contender’s organisation and the resources the Contender has at its disposal for the fulfilment of the contract., including delivery, development, support and maintenance, and facilities, location and roles.</p> <p>Specify the number of employees, and their experience and certification level per area. Furthermore, which capacity will be made available for the fulfilment of the contract with regards to; the delivery of the project; the subsequent service support and maintenance.</p> <p>Specify turnover in percentage terms for employees and managers for the past three years.</p> <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” and ESPD 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/parties.</p>
<p><b>Q 06 Quality assurance – The contender shall have established suitable methods and/or systems to ensure the quality of the deliveries.</b></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, the contender may instead provide a brief presentation of the contender’s implemented methods and/or systems for quality assurance for the relevant parts of the deliveries. The documentation must contain a high-level description and be prepared specifically to enlighten how this has been implemented.</p> <p>This requirement must as a minimum be fulfilled by the Contender/legal applicant. Fulfilment will discretionally be evaluated in relation to the role and scope of any subcontractor/ co-operating third party</p>
<p><b>Q 07 Information security assurance – The contender shall have established suitable methods and/or systems to ensure adequate information security.</b></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, the contender may instead provide 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 must contain a high-level description and be prepared specifically to enlighten how this has been implemented.</p> <p>This requirement must as a minimum be fulfilled by the Contender/legal applicant. Fulfilment will discretionally be evaluated in relation to the role and scope of any subcontractor/ co-operating third party</p>

Qualification requirement	Documentation requirements
<p><b>Q08 Environmental management system - The contender shall have established suitable methods and/or systems to ensure adequate environmental management.</b></p>	<p>A copy of certificates (ISO14001/EMAS/Miljøfyrtårn or equivalent) issued by an accredited certification body that documents that the contender has implemented environmental management systems (EMS) relevant to the scope.</p> <p>If the contender is not certified according to relevant standards, the contender may instead provide a brief presentation of the contender's implemented methods and/or systems for environmental management for the relevant parts of the deliveries. The documentation must contain a high-level description and be prepared specifically to enlighten how this has been implemented.</p> <p>This requirement must as a minimum be fulfilled by the Contender/legal applicant. Fulfilment will discretionally be evaluated in relation to the role and scope of any subcontractor/co-operating third party</p>

## 5.7 Selection criteria

Among qualified contenders, NRK will select a minimum of three (3) to be invited to participate in the competition stage provided that a sufficient number of contenders 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 significantly emphasised. The selection will more specifically consider:

For Q04: Good experience from similar deliveries within the broadcasting industry will be premiered.

For Q05: Overall assessment of capacity and competence. Proportionality will be applied when assessing total capacity with respect to the estimated contract value.

For Q06-Q08: Third party certified quality, information security and environmental management systems will be premiered.

The selection will also take into consideration the need for good competitive dynamics. Thus, NRK may select the best qualified Contenders with experience within different technologies.

## 6 REQUIREMENTS FOR THE APPLICATION

### 6.1 Language

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

### 6.2 Structure and the content of the request for participation

The application shall 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"> <li>a. Full name and address, and complete contact information for the Contender, including contact information for the person responsible for the application.</li> <li>b. Brief description of the Contender and any subcontractors/partners; history, markets, products and services, organisation, etc.</li> </ol>

Part	Description
	<ul style="list-style-type: none"> <li>c. Information of which parts of the delivery any subcontractors/partners are intended to be used.</li> <li>d. Statement of the obligation to comply with the NRK Business Partner Code of Conduct.</li> <li>e. The Contender's statement for his understanding of section 5.4 Confidentiality and freedom of information</li> </ul>
2.	Signed Declaration(s) of commitment from any subcontractor/co-operating third parties that the Contractor rely on for the fulfilment of the qualification and selection criteria.
3.	Public certificates, cf. sections 5.3 Mandatory documentation requirements and 6.4 Organisational and legal position. <ul style="list-style-type: none"> <li>a. Q 01 Certificate on the taxes and VAT paid</li> <li>b. Q 02 Certificate or equivalent documentation showing that the Contender is registered in a public register in their home country</li> </ul>
4.	Documentation on fulfilment of the requirements to the Contender's economic and financial situation (cf. Q 03)
5.	Documentation on fulfilment of the requirements to the Contender's technical and professional capacity (cf. Q 04-08) in the same outline as in Section 5.6 Technical and professional capacity.

All files/documents must be labelled as follows:

**<NRK-2024-295>\_<Company short name>\_<Part no>\_<name of document>**

Example: **NRK-2024-295\_Company-Name\_Part 1\_Application letter**

The Contenders must ensure that the qualification and selection requirements are sufficiently exhaustively documented for NRK's ability to evaluate the Contenders qualifications, though NRK encourage you to keep responses short and concise. Extensive use of references to brochures or other general information where NRK has to search for the necessary information should be avoided. Similarly, any links to external websites cannot be taken into consideration. Failure to abide by these recommendations may result in the discarding of the Contender's request for participation.

### **6.3 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 4.2 "Time schedule" and should contain the following:

Separate documents as specified in section 6.2 above. For avoidance of errors in the above-mentioned documents, we both want to receive the above documents as searchable PDFs individually.

One (1) searchable PDF-binder containing all the individual files to help NRK to see the entire application layout the way it is intended to be read.

**Please note that the MerCell portal will close at submission deadline.**

Electronic signature of the application upon submission in MerCell will not be required.

For further assistance, please contact MerCell support at [support@mercell.com](mailto:support@mercell.com) and telephone +47 21 01 88 60 / +47 21 01 88 00.

### **6.4 Amendments and recall**

The request for qualification may 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 as stated above.

## 7 NRK’S PROCESSING OF REQUESTS FOR QUALIFICATION

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

### **7.1 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.

### **7.2 Evaluation of qualifications**

Properly submitted requests for qualification will be evaluated as to whether the qualification requirements are fulfilled. 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.

Provided that a sufficient number of contenders are qualified NRK will, in accordance with the objective and non-discriminatory selection criteria as specified in section 5.7, select a minimum of three (3) qualified contenders to be invited to participate in the competition stage.

## 8 THE STRUCTURE AND THE CONTENT OF THE PROPOSAL

**Please note that chapters 8 and 9 below only apply for selected and invited contenders.**

### **8.1 Documents**

The proposal should contain the following parts and documents:

Part	Description
I.	<p>Signed Cover letter (scanned letter with signature), containing:</p> <ul style="list-style-type: none"> <li>a. Full name and address, and complete contact information for the contractor, including contact information for the person(s) responsible for the proposal, contract signature and contact person(s) for SSA-T respectively SSA-V.</li> <li>b. Executive summary of the proposal</li> <li>c. Information of which parts of the delivery any subcontractors/partners are intended to be used.</li> <li>d. Client name and contact information for the two most relevant reference projects delivered by the proposed personnel along with a brief description of why the references are assumed to be of relevance for this delivery.</li> <li>e. The Contractor’s statement of their understanding of section 4.6 above.</li> <li>f. Confirmation of abidance period, c.f. section 8.6 below.</li> <li>g. Signature by an authorized person.</li> </ul>
II.	<p>Appendices to SSA-T, completed by the Contender</p> <ul style="list-style-type: none"> <li>Appendix 2: Contractor solution specification</li> <li>Attachment 2-1 – NRK Supplier Security Requirements</li> <li>Appendix 4: Project and progress plan</li> </ul>

Part	Description
	<p>Appendix 5: Testing and approval</p> <p>Appendix 6: Administrative provisions</p> <p>Appendix 7: Total price and pricing provisions</p> <p>Appendix 8: Changes to the general contractual wording (if applicable)</p> <p>Appendix 10: Licence terms and conditions for standard software and free software (if applicable)</p>
III.	<p>Appendices to SSA-V, completed by the Contender</p> <p>Appendix 2: Contractor solution specification (description of the maintenance services)</p> <p>Appendix 3: Software and/or equipment to be maintained</p> <p>Appendix 4: Project and progress plan for the establishment phase</p> <p>Appendix 5: Service level with standardised price reductions</p> <p>Appendix 6: Administrative provisions</p> <p>Appendix 7: Total price and pricing provisions</p> <p>Appendix 8: Changes to the general contractual wording (if applicable)</p> <p>Appendix 10: Third party's terms and conditions for the maintenance of third party's software (if applicable)</p>

## 8.2 Submission of proposals

The proposal shall only be delivered electronically via the Merccell-portal no later than the deadline as stated in section 4.2 above. No paper copies are needed. Please note that the Merccell portal will close at delivery deadline.

All electronic documents must be labelled as follows:

**<NRK-2024-295>\_<Company short name>\_<Part no>\_<name of document>**

Example: **NRK-2024-295\_Company-Name\_Part 1\_SSA-T Appendix 2\_Contractor Solution**

The Contenders may submit relevant supplementary information as attachment(s) to Appendices with clear and unambiguous reference.

For avoidance of errors in the above-mentioned files, and to help NRK to see the entire proposal layout the way it is intended from the contender's point of view, we both want to receive the above files in its original format (e.g. word, excel) individually plus one (1) searchable PDF-binder containing all the individual files.

According to the Norwegian public procurement regulation only e-signatures issued in accordance with a national Requirement Specification by certification service providers registered with the Norwegian Post and Telecommunications Authority are accepted.

### **IMPORTANT:**

The Contenders will not be required to sign the submission electronically, but please remember to submit a signed and scanned copy of your cover letter.

For further assistance, please contact Merccell support at [support@mercell.com](mailto:support@mercell.com) / +47 21 01 88 60 / +47 21 01 88 00.

### 8.3 Alternative proposals

As stated in the public notice it is not permitted to submit alternative proposals. Alternative proposals will be rejected.

### 8.4 Parallel proposals

Contenders may not submit parallel proposals.

### 8.5 Amendment and withdrawal

Proposals may be withdrawn or amended up to the expiry of the submission deadline.

Amended proposals are to be regarded as new proposals, which must be constructed in compliance with the instructions as specified above.

### 8.6 Abidance period

The proposal shall be valid through October 31<sup>st</sup> 2024 or until contract signature, whichever occurs first.

## 9 EVALUATION

This chapter contains an overview of how received proposals will be evaluated.

### 9.1 Award Criteria

The evaluation including any reductions will be based on the award criteria as set out below.

Contract will be awarded to the contender having submitted the proposal with the best quality/price ratio according to the criteria listed after the conclusion of the negotiations.

NRK reserves the right to detail and elaborate the evaluation model during the negotiations. A final model will be shared with the contenders before the invitation to submit the best and final proposal.

Award Criteria	Weight	Sub-criteria/documentation
<b>Quality</b>	65 - 75 %	<p>The following sub-criteria with associated documentation will be subject to evaluation:</p> <ul style="list-style-type: none"> <li>• Solution Quality and Performance; cf. SSA-T App.2 with particular emphasis on the solution's features for the fulfilment of the stated main objectives: <ul style="list-style-type: none"> <li>○ Technological renewal and modernization, cf. sections 5.1, 7.2, 7.3, 7.4, 7.5, 7.6, 9, 12.4.</li> <li>○ Integration, automation and efficiency cf. sections 5.2, 5.3. 8.1, 8.2.</li> <li>○ Secure service availability, cf. sections 6, 11.1, 11.2.</li> </ul> </li> <li>• Environmental impact: solution that contributes to a direct and positive environmental impact through a reduced carbon footprint, cf. SSA-T App 2 section 9.</li> <li>• Project Delivery Quality, cf. SSA-T App 2 sections 12.1 – 12.3 and Appendices 4-6.</li> <li>• Operation and Maintenance Quality, cf. SSA-V App. 2, 5 and 6.</li> </ul>

Award Criteria	Weight	Sub-criteria/documentation
<b>Price</b>	25 - 35 %	<p>Total price for solution, project implementation and subsequent support and maintenance over 8 years, cf. SSA-T and-V Appendix 7.</p> <p>Any costs associated with the Contenders' recommended changes in the Customer's technical platform will be included in the total price.</p> <p>For prices stated in other currency than NOK NRK will use the exchange rate published by Norges Bank on the date of submission as a reference.</p>

When applying the quality criteria NRK will emphasize the extent to which the Contender has documented that the solution and related services support performance, risk and additional value (cf. SSA-T Appendix 1, Chapter 4).

The results from any product demonstration will be documented and applied for the evaluation of Solution Quality and Performance.

Other parts of the Appendices (with attachments where appropriate) as filled out by the Contender will be evaluated as contract requirements as to the extent to which they are sufficiently fulfilled – i.e. no relative evaluation.

## 9.2 Previous client references

Previous client references may be contacted by NRK in order to verify quality aspects of previous deliveries. Thus, the result from such reference verifications may be used as supplementary inputs for all aspects of the Quality evaluation.

It is emphasized that any evaluation of previous client references in the award evaluation differ from the evaluation of previous experience in the eligibility evaluation, as the references stated in the cover letter will be evaluated as an expression for anticipated quality related to the contract object.

## 9.3 Evaluation of reservations, deviations, prerequisites, etc

NRK will evaluate the extent and consequences of any reservations against the General Contract Terms. Similarly, for any other reservations, deviations, prerequisites and assumptions from the contender related to the Procurement Documents and the delivery. These will be evaluated under the award criterion Price if they may have an economic value or consequence, and equivalently under the relevant Quality subjects if they may have quality implications.

It is not possible to make significant reservations to the General Contract Terms or to the Procurement Documents. NRK reserves the right to reject proposals that contain reservations, errors, ambiguities, incompleteness or the like that are significant or cast doubt on how the proposal is to be assessed in relation to other proposals, and thus cannot be considered insignificant.

Any deviation from the requirements specification will be evaluated with respect to their significance, the importance of the matter they deviate from and the influence on the competitive situation between the Contenders. Furthermore, an overall assessment of discrepancies might result in a duty to reject to ensure that NRK has covered its needs and contenders compete to provide comparable proposals.