

# QUALIFICATION DOCUMENTS

## COMPETITIVE PROCEDURE WITH NEGOTIATIONS

in accordance with part I and part III of the regulations  
(for procurements with value above NOK 1,750,000)

for the procurement of

IT Security Services (MSSP)

Case no. 2018/103162

Application deadline:

03.04.2018

at 12.00

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## 1 DESCRIPTION OF CLIENT

Innovation Norway (IN) is a Government own company operating in the financial sector. Innovation Norway manages funds for several ministries, and there are high standards of accessibility, security and service level on the infrastructure.

Innovation Norway has approximately 700 employees and associates, spread on 18 offices in Norway and approximately 40 offices in 35 countries including USA, China and Russia (5 Offices in the Americas, 10 in Europe, 10 in Asia and 5 in Middle-east and Africa).

Innovation Norway is under a digital transformation to become more customer oriented and more efficient and dynamic. The organization's cloud strategy is under implementation and has a core focus on solving the security challenges posed by a hybrid cloud infrastructure and new software and client solutions. Microsoft is the preferred cloud platform.

For more information: [www.innovasjon Norge.no](http://www.innovasjon Norge.no)

Innovation Norway is financed through appropriations from the company's owners and clients.

## 2 PURPOSE AND SCOPE OF THE PROCUREMENT

### *2.1 Purpose and scope of the procurement*

The goal of this procurement process is to find a managed security service provider (MSSP) to:

- Perform security event monitoring, vulnerability awareness and device management functions in our hybrid cloud infrastructure and our multiple geographic locations

With option for delivery of:

- Consultancy/advisory services to assess and improve security and perform incident response and forensics activities.

Innovation Norway will enter into a service agreement with one Managed Security Services Provider (MSSP), with optional delivery of consulting services.

Innovation Norway reserves the option to purchase services from other providers.

#### Today's IT Operations:

As per January 2018, Innovation Norway (IN) has a traditional "full service" infrastructure provider that hosts and operate servers, networking equipment, firewalls, IPS, SIEM, WAN, internet access, video and voice systems, client computer maintenance/operations/support, customer support/help desk (1st level).

As part of a cloud transformation, IN is splitting this "full service" delivery into several smaller deliveries. The goal is to move workloads from traditional on-premise to a

combination of SaaS, PaaS and IaaS solutions and increase the infrastructure and operations agility without compromising on security. IN will use SaaS offerings where available and appropriate, then PaaS and finally IaaS.

As part of this transformation the IT department will adopt the role as “Systems integrator”. IN will also insource the service-desk with staff for hire.

Our contract with the current infrastructure and hosting provider ends Q1 2019 so this is a natural deadline for all migration activities. During 2018 we will also perform RFPs for a “Cloud operations” delivery.

The status for the migration (as per Jan 2018):

<b>Systems and applications</b>	<b>Migration Status</b>
E-mail, Collaboration, SharePoint and CRM are moving to Microsoft Office 365.	Over 85% completed.
MDM, client management and client security move to Microsoft EMS.	Done
ERP and web hosting are move to the respective ISVs own SaaS offerings.	Done
Business systems, our own in-house applications, middleware/integration components move to Microsoft Azure PaaS and IaaS	Under planning, Q1 2018
A number of legacy systems will be lifted and shifted to Azure IaaS.	Under planning, Q1 2018
A few systems that need hosting in Norway due to government regulations will be migrated to Azure Stack.	Under planning, Q1 2018
Banking and financial system will be moved to its respective ISV hosting service	Under planning, Q1 2018

IN will focus on “infrastructure as code”, build and deliver this through our current VSTS environment. We use a mix of inhouse and hired resources for this work.

Today`s MSS solution:

The current infrastructure and hosting provider operates a network of IPS sensors (Check Point Gaia R77.30 IPS blade) with central management and reporting, fed to a SIEM solution where analysts filter and evaluate events 24/7 and alert the provider’s service-desk and/or IN IT management team of any anomalies that are blocked or need manual intervention.

There is a firewall/IPS in most offices. IN has plans for replacing the current firewall installation with more a more modern solution in 2018, and will consider a change of platform.

### Expectations to the new MSS provider:

As part of the move to SaaS and the fact that users work more and more outside our offices, IN needs to re-think how we gather intelligence and act on threats.

As part of IN's preparations for this, IN selected the Office 365 E5 suite that contains Microsofts "Advanced Threat Protection" and "Cloud App Security" services. The goal was to integrate these logs into the current SIEM/MSS delivery and avoid manual routines. This work has not started and is expected to be managed by the new MSS provider.

As a SOC, the provider must have expertise in the field of cloud security, security monitoring, monitoring and incident management of cloud services and specific technology for security monitoring of hybrid cloud architecture, firewall operations, IT infrastructure, IT services and IT equipment, including clients.

Expected responsibilities includes, but is not limited to, the following security services:

- A 24/7 view on events, with a good enough knowledge of IN's environment to decide on the correct action in the event of a security breach, and handle any detected events and work with the Service Desk and/or end users on a remedy (incident management).
- Advisory on the correct usage of security policies and automated remediation mechanisms available in our current Microsoft Cloud services. IN need to ensure we have the appropriate checks and mechanisms in place to maintain an acceptable level of security while building "infrastructure as code".
- Advisory on the selection of firewall platform, without including the purchase of the actual hardware.
- A "second opinion" on security related activities and deliveries in a hybrid-cloud environment, including Client security, Application security, Infrastructure security, Identity management, Code Analysis
- A SIEM tool provided as a service that receives events from existing infrastructure and new cloud services.
- Security monitoring and detection of attacks, including review of logs for SIEM tools.
- Vulnerability Assessment, Security Configuration Assessment (SCA) Integrity Monitoring
- Threat intelligence
- Threat assessment and treatment
- Operations and maintenance of technology (systems, software) and tools-
- Detection of inside attack / threat
- Endpoint detection and Response tool (EDR)
- Identity and Access Management advisory
- Firewall operations, maintenance and monitoring
- Related consultancy services.
- Automatized vulnerability testing and analysis (Solutions a la Qualys that scans our solutions from the outside).
- Regulation and best practices related to client security (PC, mobile devices), including EMS and ATP.
- Advisory related to handling cybersecurity in countries where the authorities are expected to monitor and filter traffic (China, Vietnam, UAE, Russia)
- Code Review, Best Practice in Securing Our Building and Unpacking Environment (VSTS, Octopus Deploy) Since this may introduce malicious code

- Advisory on the configuration of Microsoft Azure Security Center to discover and assess the security of workloads and to identify and mitigate risk.

The market for MSS is constantly evolving, making it difficult to provide an exhaustive list of possible future services, so the scope of services may change during the negotiations and during the agreement period to best meet the needs of IN and changing technology landscape.

For a more detailed description of the assignment/delivery, see the tender documentation.

Reservations are made with regard to budgetary changes and the company's priorities affecting the execution of the competition and the contractual relationship.

## **2.2 Part tenders**

Tendering for parts of the project is not permitted.

## **3 CONTRACT PERIOD AND EXTENSION OPTION**

The contract period is from the signature date and the 2 subsequent years.

The Client has an option to extend the contract on the same terms by 1+1+1+1 year, making the total possible contract period 6 years. Any option to extend the contract must be exercised no later than three months prior to the expiry of the contract.

## **4 PROGRESS PLAN**

The Client has set out the following time frame for the process:

Activity	Date
<b>Qualification</b>	
Announcement of the competition in Doffin/TED	20.02.2018
Deadline for submitting a qualification application	03.04.2018 at 12.00
Qualification and selection of suppliers	Week 14/15 (tentatively)
<b>Competition, see separate progress schedule in the tender documentation</b>	

## **5. EXECUTION OF THE COMPETITION**

### ***5.1 Procurement procedure***

The procurement will be carried out in accordance with Act no. 73 of 17 June 2016 relating to public procurements (Public Procurement Act) and Regulations no. 974 of 12 August 2016 relating to public procurements (Public Procurement Regulation). The form of competition is a tender competition with negotiation in accordance with Parts I and III of the Public Procurement Regulations, cf. Section 13-2.

With this procedural form, all interested suppliers can submit a request to participate in the competition. A minimum of 3 suppliers will be invited to submit a tender for this competition, cf. Section 16-12 (3). If there is a surplus of qualified suppliers, the suppliers that best satisfy the qualification requirements will be selected and invited to tender.

### ***5.2 Updating the qualification documentation***

Before the expiry of the deadline for submission of tenders, the Client is entitled to make corrections, supplement or make changes to the qualification documentation that are not of a substantial nature.

The corrections, supplements or changes will be sent to all parties that have registered their interest in Mercell. Information that the Client gives following a request from a supplier will be sent to all other stakeholders in anonymised form. Information concerning corrections, supplements and changes will be announced electronically via the Mercell portal.

If the competition documents are revised, this will be indicated by a new version of the same document. Suppliers that have already reported their interest will also receive notice by e-mail that changes have been made to the competition. If you follow the link in this notice, it will take you to the competition in question.

If the supplier has any questions, the supplier is encouraged to direct such questions to the Client no later than 6 days before the expiry of the application deadline. Inquiries shall be made via the Mercell portal.

### ***5.3 Communication***

All communication, such as questions concerning the competition documents, shall take place via the Mercell portal. This is so that all communications are logged. Once stakeholders have entered the competition page, they should choose the "Communication" tab. Click the "New Message" icon on the menu bar, entire the desired text and send the message. If the question concerns all the suppliers, the Client will respond to this in anonymised form by giving a response as additional information. Additional information is available under the "Communications" tab and then under the "Additional Information" tab. Stakeholders will also receive an email with a link to the additional information.

## **6 SUBMISSION OF A QUALIFICATION APPLICATION**

During this phase, the only thing that is submitted is a qualification application, and not a complete bid as this is a two-step procedure, cf. pt. 5.1. The tender documentation is enclosed, as the Client is obliged to make this available from the time of announcement.

All qualification applications must be submitted electronically via the Mercell portal, [www.mercell.no](http://www.mercell.no) before the deadline for submission.

Confirm that you want to submit an qualification application online in Mercell by going to the "Register Qualification Request" tab, and then clicking on the button "I want to bid." This is only meant as an indicator of whether the Client can expect a qualification application. The supplier will not be committed by indicating "I wish to submit a tender". It would be desirable if suppliers could indicate whether they wish to submit a tender as quickly as possible.

If you are not a Mercell user or if you have any questions about the functionality of the tool, for example, how you should submit a tender, please contact Mercell Support on: +47 21 01 88 60 or via email at: [support@mercell.com](mailto:support@mercell.com)

It is recommended that the qualification application be submitted well before the deadline. If the supplier wishes to change the submitted qualification, this can be done by opening the qualification application, making the necessary changes and then resubmitting it again up until the deadline expires. The most recently submitted qualification application is considered to be the final qualification application.

During the submission process, an electronic signature may be requested from the supplier to verify that it is the tenderer in question who has submitted the tender. An electronic signature can be obtained at [www.commfides.com](http://www.commfides.com), [www.buypass.no](http://www.buypass.no) or [www.bankid.no](http://www.bankid.no). Please note that not all BankID Mobile signatures are compatible. Test the signature well in advance of submission. Please note that it may take a few days for the delivery of an electronic signature, so that this process should be initiated as soon as possible. The supplier is responsible for ensuring that the electronic signature works so that the tender is submitted before the deadline.

## **7 CONFIDENTIALITY AND PUBLIC ACCESS**

Information submitted to Innovation Norway is, in principle, public information in accordance with Section 3 of Act no. 16 of 19.05.2006 relating to the right of access to documents held by public authorities and public undertakings (Freedom of Information Act).

Exceptions to the right of access to tenders and procurement protocols may be made until the selection of a supplier has been made, cf. Section 23 (3) of the Freedom of Information Act.

The Client is subject to a duty of confidentiality regarding business affairs, cf. Act no. 130 of 19 December 2003 relating to Innovation Norway, Section 27 (1). In the event of a claim for right of access, "commercial aspects" will be redacted.



## **8 THE CONTENT OF THE QUALIFICATION APPLICATION**

The supplier must submit the requested information and documentation in accordance with the qualification requirements.

## **9 FORWARDING AND CLARIFICATION OF INFORMATION AND DOCUMENTATION**

The client may, in writing, request that the supplier submit, supplement, clarify or supplement received information and documentation on short notice.

## **10 REJECTION**

### ***10.1 Rejection due to formal error***

The Client is obliged to reject a supplier when the provisions of the Public Procurement Regulations Section 24-1 (1) b have been satisfied. The Client may reject a supplier when the provisions of the Public Procurement Regulations Section 24-1 (2) have been satisfied.

### ***10.2 Rejection due to circumstances on the part of the supplier***

The Client is obliged to reject a supplier if the provisions of Section 24-2 (1) and (2) of the Public Procurement Regulations have been satisfied. The client may reject the supplier if the provisions of the Public Procurement Regulations Section 24-2 (3) are satisfied.

## **11 SUSTAINABILITY, SOCIAL RESPONSIBILITY AND ETHICAL REQUIREMENTS**

### ***11.1 Sustainability and social responsibility***

The Client must contribute to sustainable development, including greater corporate social responsibility in Norway. The parties agree that their collaboration must be based on high ethical standards, avoid contributing to corruption, violations of human rights, and poor working conditions, and have no deleterious effects on local communities and the environment. The Client expects its customers and partners to have guidelines for ethics and corporate social responsibility in their enterprises.

### ***11.2 Anti-corruption***

The Client has a zero-tolerance policy for corruption, and its anti-corruption policy applies to all of the company's contracted consultants and suppliers. Corruption encompasses a wide range of activities where the purpose is to obtain illegal advantages. Examples of corruption include bribery, improper gifts and favouritism, kickbacks and facilitation payments.

### ***11.3 Consequences***

The Client is entitled to terminate the contractual relationship with immediate effect if serious violations of the above are identified.

## **12. PROCESSING OF PERSONAL DATA**

If the delivery requires the supplier to process personal data on behalf of the Client, this shall be conducted in accordance with Act no. 31 of 14.04.2000 relating to the processing of personal data (Personal Data Act). The supplier must ensure that the processing complies with the regulatory requirements. The contractor shall perform the role of processor and the Client shall be the controller, cf. section 15 of the Personal Data Act. If required, a Data Processing agreement shall be entered into.

## **13. THE EUROPEAN SINGLE PROCUREMENT DOCUMENT – ESPD-form**

### ***13.1 General information concerning the ESPD***

As preliminary documentation of the fulfilment of qualification requirements and that there are no grounds for rejection, the vendor must submit an ESPD form. The ESPD form must be submitted in Mercell.

### ***13.2 National grounds for rejection***

In section III of the ESPD form, the vendor must confirm that there are no grounds for rejection. The Norwegian procurement rules go beyond the grounds for rejection stated in the EU directive on public procurement and in the standard ESPD form. It should therefore be noted that all the grounds for rejection contained in Section 24-2 of the Procurement Regulations are applicable to this competitive tender, including the grounds for rejection that are purely national.<sup>1</sup>

## **14 QUALIFICATION REQUIREMENTS**

### ***14.1 Documentation of fulfilment of qualification requirements***

To confirm that the qualification requirements are met, the vendor must in *section IV of the ESPD form: Qualification requirements a: Overall statement of compliance with all qualification requirements*, declaring that the specified qualification requirements are met by answering YES, alternatively NO, and additionally adding YES or NO in the comments field in Mercell. Note that the declaration of compliance with requirements applies to all specified qualification requirements.

Compliance documentation will be submitted by the supplier awarded a contract prior to the signing of the contract. The Client may still require documents to be submitted at each stage of the process.

Where it is stated in the tender documentation that qualification requirements must be documented (e.g. reference projects), the documentation should be uploaded in Mercell as separate attachments.

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<sup>1</sup> The national grounds for rejection include requirements for the client to reject contractors who have been penalised for the specified criminal offences, cf. Section 24-2 (2) of the FOA, and if the supplier has made serious errors that could result in doubts about the supplier's professional integrity, cf. Section 24-2 (3) of the FOA i).

## 14.2 The qualification requirements for this competition

The following qualification requirements apply to this competition:

<b>Requirements – tax and VAT</b>	<b>Documentation requirements</b>
The supplier's affairs must be in order with regard to the payment of tax and value-added tax.	<ul style="list-style-type: none"> <li>• Certificate of tax and value added tax.</li> </ul> <p>The certificate must not be older than 6 months, calculated from the submission deadline. Foreign suppliers must submit certificates from authorities that are equivalent to the Norwegian authorities. To be documented when completing the ESPD.</p>
<b>Requirements – organisational and legal position</b>	<b>Documentation requirements</b>
The supplier must be a legally established enterprise.	<ul style="list-style-type: none"> <li>• Norwegian companies: Certificate of registration</li> <li>• Foreign companies: Documentation that the company is registered in a trade register/ business register in accordance with the national requirements of the country in which the supplier is established. To be documented when completing the ESPD.</li> </ul>
<b>Requirements – professional qualifications</b>	<b>Documentation requirements</b>
The supplier must have relevant skills and experience from similar assignments/deliveries.	<ul style="list-style-type: none"> <li>• The supplier shall provide details of 3 relevant reference projects with a brief description of the assignment, the duration of the assignment, its value and reference persons. Reference persons may be contacted, if deemed appropriate.</li> </ul> <p>The description/report will be put in a separate document and uploaded to Merzell.</p>
The supplier must have sufficient available resources and suitable skills.	<ul style="list-style-type: none"> <li>• The supplier shall provide a description of the supplier's resources and relevant skills needed to meet the client's needs. No CVs should be submitted during this phase of the competition.</li> <li>• The supplier should provide the appropriate certifications and the number of resources per certification. No CVs should be submitted during this phase of the competition.</li> </ul> <p>The description/report will be put in a separate document and uploaded to Merzell.</p>

## 14.3 Requirements in the event of joint participation

If several suppliers jointly participate in the competitive tender, separate self-declaration forms (ESPD) must be submitted.

#### **14.4 Requirements when using subcontractors**

Tenderers must state whether they intend to use subcontractors to fulfil the assignment/delivery. If subcontractors are to be used, this must be specified in section II Pt. D of the ESPD form. The form must show the name and the organisation number of the subcontractor(s) and the specific parts of the delivery that each subcontractor will execute.

If the tenderer needs the support of a subcontractor to satisfy the qualification requirements, this must be specified in part II Point C of the ESPD form. In addition, a declaration of commitment must be attached to the bid by the subcontractor in which the latter commits to providing sufficient capacity in the event of a contract, cf. Section 16-10 (2) of the Public Procurement Regulations, and the subcontractor in question must submit their own separate ESPD form, cf. Section 17-1 (6) of the Public Procurement Regulations.