



Norwegian Refugee Council (NRC)

# Request for Proposal

RFP reference #COR001

**SECTION 1**  
**Cover Letter**

Oslo, 16/01/2025

**Our reference: CORE V2 Dev RFP**

**SUBJECT: INVITATION TO SUBMIT PROPOSALS FOR CORE V2 MVP Dev**

Dear Mr/Ms

Following your selection from the CORE RFI phase that was conducted on 26/06/2024, please find enclosed the following documents, which constitute the tender dossier.

Any request for clarification must be received by NRC in writing at least 5 working days before the deadline for submission of tenders. NRC will reply to bidders' questions at least 2 working days before the deadline for submission of tenders. Questions must be addressed at [nrc.core@nrc.no](mailto:nrc.core@nrc.no). Before any communication, the bidders will be asked to sign a NDA.

Costs incurred by the bidder in preparing and submitting the tender proposals will not be reimbursed.

We look forward to receiving your tender at the address specified in the Instructions to Bidders before 11/02/2025 at 17:00 CET as stated in the procurement notice.

If you decide not to submit a tender, we would be grateful if you could inform us in writing, stating the reasons for your decision.

Yours sincerely,  
NRC Procurement Department  
On behalf of the Bid Analysis Committee

This RFP document contains the following:

- ✓ Section 1: This cover Letter
- ✓ Section 2: Bid Data sheet
- ✓ Section 3: NRC RFP general terms & condition
- ✓ Section 4: CORE V2 MVP & FULL Service Provision: Technical & Product description of the Bid
- ✓ Section 5: Bidding form
- ✓ Section 6: Company Profile and Previous Experience
- ✓ Section 7: Service Provision - Description
- ✓ Section 8a : Service Provision: CORE V2 MVP Timing and prices
- ✓ Section 8b : Service Provision: CORE V2 FULL Timing and prices (for information)
- ✓ Section 9: Ethical Standards Declaration

**SECTION 2**  
**Bid Data Sheet**

**1. Background Data**

Contract Name: CORE V2 MVP Dev	Contract Ref: #CORC001
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This bid is issued by Norwegian Refugee Council. Questions and correspondence during the bid period can be addressed at the following email address: [nrc.core@nrc.no](mailto:nrc.core@nrc.no)

**2. Scope of Service**

The contract scope targeted with the current RFP covers the production of the CORE V2 MVP only. Estimations on the full scope of CORE V2 are required here to get a long term overview of the proposed solution.

Please refer to the service specifications in section 4.

**3. Schedule & Deadline for Submission**

The deadline for submission of bids is 17h00 CET on the 11/02/2025. Late bids will not be accepted.

**4. Manner of Submission:**

Please submit your bids in accordance with the requirements detailed below:  
Complete bid documents shall be sent per email to [logistics@nrc.no](mailto:logistics@nrc.no)

**5. Assessment Criteria**

Award of the contract(s) will be based on the following:

**Step 1: Administrative compliance check**

Bidders must provide evidence of the following for their bid to be considered compliant:

1. Sections 3 and 5 to 9 completed, signed and stamped
2. Bidder has included a copy of their valid business licence

**Step 2: Technical Evaluation**

A Technical Evaluation of all bids received will be conducted for bidders that pass Step 1 – Administrative Compliance Check. Criteria that will be used to evaluate and score the bids are outlined in Section 3, Clause 26

**Step 3: Financial Evaluation**

Price in comparison to NRC established expectation and in comparison to other bidders of comparable technical quality

6. Bidder's Checklist To Be Adjusted As Per Conditions Of Tender

When asked to be signed, ALL Pages must have an initials signature and a signature where it is mentioned.

Description	To be filled by bidder		To be filled by NRC bid committee		
	Included?		Present & complete?		Comments
Step/ document to be submitted <u>with</u> tender	Yes	No	Yes	No	
Section 2- Paragraph 6.Bidder's checklist (this checklist) completed - <b><u>Compulsory</u></b>					
Section 3 – General Terms & Conditions – signed & stamped - <b><u>Compulsory</u></b>					
Section 4 – CORE V2 MVP & FULL Service Provision: Technical & Product description of the Bid					
Section 5 – Bidding Form – completed, signed & stamped – <b><u>Compulsory</u></b>					
Section 6 – Service Provision Schedule - signed & stamped – <b><u>Compulsory</u></b>					
Section 7 – Company profile & experience – completed, signed & stamped – <b><u>Compulsory</u></b>					
Section 8a – Service Provision: CORE V2 MVP Timing and prices- completed, signed & stamped – <b><u>Compulsory</u></b>					
Section 8b – Service Provision: CORE V2 FULL Timing and prices- completed, signed & stamped – <b><u>Compulsory</u></b>					
Section 9 – Ethical Standards Declaration – signed & stamped – <b><u>Compulsory</u></b>					
<b>Supporting documents</b>					
Copy of company registration – <b><u>Compulsory</u></b>					
Copy of tax registration – <b><u>Compulsory</u></b>					
References and portfolio of experience - <b><u>Compulsory</u></b>					
Copies of Company Director(s) ID – <b><u>Compulsory</u></b>					

To be filled in by NRC bid committee only	Eligible	Ineligible
Outcome of administrative eligibility check.		

## SECTION 3

### NRC RFP - General Terms & Conditions

#### 1 Scope of Bid

- 1.1 The bid is based on the scope of the assignment as determined in the Bid Data Sheet (Section 2). The instruction to bidders should be read in conjunction with the Bid Data Sheet.
- 1.2 The successful Bidder will be expected to complete the assignment by the Intended Completion Date specified in the contract to be signed

#### 2 Corrupt Practices

2.1 **Norwegian Refugee Council** requires Employees, Bidders and Contractors, to observe standards of ethics during procurement and the execution of contracts. In pursuit of this, Norwegian refugee Council defines, for the purposes of this provision, the terms set forth below as follows:

- a) "Corrupt practice" includes the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution; and
- b) "Fraudulent practice" includes a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Norwegian Refugee Council, and includes collusive practices among Bidders prior to or after bid submission designed to establish bid prices at artificial, non-competitive levels and to deprive the Norwegian Refugee Council of the benefits of free and open competition;
- c) In any case where fraud or corruption is identified, NRC will:
  - reject any bids where the Bidder has engaged in corrupt or fraudulent practices in competing for the Contract;
  - remove bidding contractors who engage in fraudulent or corrupt practices, from our prequalified list
  - liaise with District Officials to report if fraudulent or corrupt practices are identified
  - terminate works

Any communications between a Bidder and the Norwegian Refugee Council related to matters of alleged fraud or corruption must be made in writing and addressed to [tariq.riebl@nrc.no](mailto:tariq.riebl@nrc.no)

#### 3 Data Protection and Security

3.1 NRC expects contractors who process personal data to comply with the General Data Protection Regulation (EU GDPR) and any relevant national legislation. Suppliers processing personal data on an NRC contract will be required to sign a data processing / sharing agreement as a part of the contract. Refusal to sign such an agreement constitutes refusal of the contract terms and forfeiture of the contract on the part of the supplier.

#### 4 Eligible Bidders

4.1 A Bidder shall meet the following criteria to be eligible to participate in NRC procurement of Services:

- a) the bidder, at the time of bid, is not:
  - i. insolvent;
  - ii. in receivership;

- iii. bankrupt; or
- iv. being wound up
- b) the bidder's business activities have not been suspended;
- c) the bidder is not the subject of legal proceedings for any of the circumstances in (b); and
- d) The bidder has fulfilled his or her obligations to pay taxes and social security contributions. In a case where VAT is included in a bid, a copy of the VAT certificate must accompany the bid.
- e) A Bidder, and all parties constituting the Bidder, including sub-contractors, shall not have a conflict of interest. All Bidders found to have an undisclosed conflict of interest shall be disqualified. A Bidder may be considered to have a conflict of interest with one or more parties in this bidding process if they have a relationship with each other, directly or through common third parties that puts them in a position to have access to information about or influence on the bid of another Bidder, or influence the decisions of the Norwegian Refugee Council regarding this bidding process.

4.2 A Bidder whose circumstances in relation to eligibility change during a procurement process or during the execution of a contract shall immediately inform the Norwegian Refugee Council.

4.3 NRC reserves the right to refuse a bid at any time if the bidder or any party constituting the Bidder, including one of its sub-contractors violates any of the ethical standards provided in section 9 of this Invitation to Bid.

## 5 Joint Ventures, Consortia and Associations

Bids submitted by a joint venture, consortium or association of two or more firms as partners will only be accepted in exceptional circumstances.

## 6 One Bid Per Bidder Per Work

Each Bidder shall submit only one Bid per contract. A Bidder who submits or participates in more than one bid per contract will cause all the bids with the Bidder's participation to be rejected.

## 7 Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of his Bid, and the Norwegian Refugee Council shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

## 8 Inspection

NRC is obliged to ensure that its procurement decisions are clearly justified and documented and keeping within the Donors mandatory principles. In that regard, full and on-the-spot access must be granted to representatives of NRC, the Donor or any organisation or person mandated by it, to premises belonging to NRC or its contractors. The right to access shall include all documents and information necessary to assess, or audit the implementation of the contract

## 9 Obtaining and Completing Bidding Documents

- 9.1 Bidders who did not obtain the Bidding Document directly from the Norwegian Refugee Council will be rejected during evaluation. Where a Bidding Document is obtained from the Norwegian Refugee Council on a Bidder's behalf, the Bidder's name must be registered with the Norwegian Refugee Council at the time of issue.
- 9.2 The Bidder is expected to examine all instructions, forms, terms, and specifications in the

Bidding Document. Failure to furnish all information or documentation required by the Bidding Document may result in the rejection of the bid.

#### 10 Clarification of Bidding Document

A prospective Bidder requiring any clarification of the Bidding Document shall contact the Norwegian Refugee Council in writing. The Norwegian Refugee Council will respond in writing to any request for clarification before the deadline for clarification of bids. The Norwegian Refugee Council shall forward copies of its response to all Bidders who have acquired the Bidding Document, including a description of the inquiry but without identifying its source.

#### 11 Amendment of Bidding Document

11.1 At any time prior and until 48 hours prior to the deadline for submission of bids, the Norwegian Refugee Council may amend or cancel the Bidding Document by informing the bidders in writing.

11.2 To give prospective Bidders reasonable time in which to take an amendment or cancellation into account in preparing their bids, the Norwegian Refugee Council can, at his discretion, extend the deadline for the submission of bids.

#### 12 Language of Bid

12.1 The bid, as well as all correspondence and documents relating to the bid shall be written in English.

12.2 Supporting documents and printed literature that are part of the bid may be in another language provided they are accompanied by an accurate translation of the relevant passages in English, in which case, for purposes of interpretation of the Bid, such translation shall govern.

12.3 Copies of official documents such as business registration, tax documents, bank guaranty can be provided in their issuance language.

#### 13 Documents Comprising the Bid

13.1 The bid submitted by the Bidder shall comprise all the mandatory documents listed in Section 2 Paragraph 06. Bidders' checklist.

13.2 All forms must be completed without any alterations to the format, and no substitutes shall be accepted. All blank spaces shall be filled with the information requested.

#### 14 Bid Price for Service Contract

14.1 Bid prices are for complete contracts. Contracts cannot be subdivided into pieces unless is divided into lots. Where a bid is submitted per contract / lot, all relevant services must be offered.

14.2 Items for which no rate or price is entered by the Bidder will be as not quoted.

14.3 Unless otherwise specified in Section 2 - the Bid Data Sheet, all duties, taxes and other levies payable by the contractor under the contract, shall be included in the total bid price submitted by the bidder.

14.4 For bidder subject to VAT, VAT should be mentioned in the offers

14.5 The prices submitted by any Bidder shall be checked for arithmetical errors and for what might be considered unreasonable rates during the evaluation. Where errors are identified one or more of the following steps may be taken:

- a) If any rates are considered to be unrealistic or unreasonable they may be altered by mutual agreement, provided that no alteration shall be made in the amount of the Bid.
- b) If any arithmetical errors are detected in an otherwise acceptable bid, and the Bidder, on being so notified, is prepared to confirm his bid and if the Bidder is subsequently awarded the contract, then the Bid shall be altered to reflect the difference.
- c) The Bidder is reminded that it is entirely his responsibility to ensure the accuracy of his bid. No alteration will be made to the bid after its submission on the grounds of any arithmetical errors subsequently discovered except as provided above.

## 15 Currencies of Bid and Payment

All prices shall be quoted by the Bidder in EUROS (€) unless otherwise stated. Similarly, all payments will be made in EUROS (€).

## 16 Bid Validity

16.1 Bids shall remain valid for a period of 30 calendar days after the date of the bid submission deadline as prescribed by Norwegian Refugee Council. A bid valid for a shorter period shall be rejected as non-compliant.

16.2 In exceptional circumstances, prior to the expiration of the bid validity period, the Norwegian Refugee Council may request Bidders in writing to extend the period of validity of their bids. A Bidder must confirm in writing his acceptance of the extension. In case of extension, modification of the bid is not permitted.

## 17 Alternative Bids

Bidders shall submit offers that comply with the requirements of the bidding documents, including the basic technical design as indicated in the drawings and specifications. Alternative bids shall not be considered unless otherwise indicated in Section 2 – the Bid Data Sheet.

## 18 Format and Signing of Bid

The Bidder shall prepare one set of bid documents per contract that he wishes to bid for. The bidder should hold a copy of the documents with himself, for reference purposes.

## 19 Sealing and Marking of the Bid

19.1 The Bidder shall enclose their bid as per Section 2 Paragraph 4 . Manner of submission.

## 20 Deadline for Submission of Bids

Bids must be received by the Norwegian Refugee Council at the address given and no later than the date and time indicated in Section 2 - the Bid Data Sheet.

## 21 Late Bids

The Norwegian Refugee Council shall not consider any bid that arrives after the deadline for submission as stipulated in Section 2 – the Bid Data Sheet. Any bid received by the Norwegian Refugee Council after the deadline for submission of bids shall be declared late and rejected.

## 22 Withdrawal and Replacement of Bids

22.1 A Bidder may withdraw or replace its bid after it has been submitted at any time before the



deadline for submission of bids by sending a written notice, signed by an authorized representative. Any corresponding replacement of the bid must accompany the respective written notice. All notices must be:

- (a) submitted as with Clauses 20 and 21, and in addition, the envelopes shall be clearly marked "WITHDRAWAL" or "REPLACEMENT" and
- (b) received by the Norwegian Refugee Council prior to the deadline for submission of bids, in accordance with Section 2 – the Bid Data Sheet

22.2 After the opening of bids, modifications to bids must be documented and any discussions reported in writing. A bid may be withdrawn at any stage, with written notice.

### 23 Confidentiality

23.1 Information relating to the examination, evaluation, comparison, and post-qualification of bids, and recommendation of contract award, shall not be disclosed to bidders or any other persons not officially concerned with such process until information detailing the best evaluated Bidder is communicated to all Bidders.

23.2 Any effort by a Bidder to influence the Norwegian Refugee Council in the examination, evaluation, comparison, and post-qualification of the bids or contract award decisions may result in the rejection of its bid.

23.3 From the time of bid opening to the time of Contract award, if any Bidder wishes to contact the Norwegian Refugee Council on any matter related to the bidding process, it should do so in writing.

### 24 Clarification of Bids

Norwegian Refugee Council may, at its discretion, ask any Bidder for a clarification of its Bid. The Norwegian Refugee Council's request for clarification and the response shall be in writing. Any clarification submitted by a Bidder that is not in response to a request by the Norwegian Refugee Council shall not be considered. All requests for clarifications shall be copied to all bidders for information purposes. No change in the price or substance of the bid shall be permitted, except to confirm the correction of errors.

### 25 Bids Validation

25.1 The Norwegian Refugee Council's determination of a Bid's validity is to be based on the contents of the bid itself, which cannot be corrected if determined to be invalid

25.2 A valid bid is one that complies with all the terms, conditions, and specifications of the Bidding Document, without deviation or omission, which affects, or could affect;

- a) the scope, quality, or performance of the services specified in the Contract; or
- b) limits in any substantial way, the Norwegian Refugee Council's rights or the Bidder's obligations under the Contract

### 26 Evaluation of Bid

26.1 The Norwegian Refugee Council shall examine the legal documentation and other information submitted by Bidders to verify eligibility, and then will review and score bids according to the following criteria;

- a) Completion and inclusion of requested information and supporting documents (Administrative compliance) – Section 5.

- b) CORE V2 MVP Service Provision - Description. MVP and FULL proposals descriptions will be taken into consideration. – Section 7.
  - c) Service Provision: CORE V2 MVP Timing and prices. – Section 8a.
  - d) Service Provision: CORE V2 FULL Timing and prices. – Section 8b.
  - e) Adherence to Ethic, environmental, anti-corruption NRC policies (Technical evaluation)
  - f) Price in comparison to NRC estimated rate (Financial evaluation)
- 26.2 Anti-money laundering, anti-bribery, anti-corruption and anti-terrorism legislation applicable in some jurisdictions and donor regulations require NRC to screen contractors against various lists including but not limited to the United Nations Security Council Sanctions List and World Bank debarment lists to ensure due diligence. Submission of the bid constitutes acceptance of these screening practices on the part of the bidder.
- 26.3 The Norwegian Refugee Council reserves the right to reject all bids, and re-tender if no satisfactory bids are submitted

## 27 Award Procedure

- 27.1 The Norwegian Refugee Council shall award the Contract in writing, with an award letter, to the Bidder whose offer has been determined to be the best, before the end of the bid validity period
- 27.2 Any bidder who has not been awarded a contract, will be notified in writing
- 27.3 Until a formal contract is prepared and executed, the Award Letter shall constitute a binding agreement between the bidder and NRC.
- 27.4 The Award Letter will state the sum that the Norwegian Refugee Council will pay the Contractor in consideration of the Works as prescribed in the Contract, and in accordance with the Bid.
- 27.5 The Bidder is thereafter required to submit a Letter of Acceptance, confirming their wish to proceed with a contract.

## 28 Signing of Contract

- 28.1 Upon receipt of the Letter of Acceptance, the Norwegian Refugee Council shall call the successful Bidder to sign the Contract.
- 28.2 Within an agreed timeframe, the successful Bidder shall sign, date, and return the Contract to the Norwegian Refugee Council.

## SECTION 4

### **CORE V2 MVP SERVICE PROVISION: Technical and Product Description of the Bid**

The scope of CORE V2 MVP covers the following requirements. Please note that any requirements not expected for the MVP can be proposed for the MVP. Expected requirements must be covered by the bidder's proposed solution.

#### **Technical requirements**

The proposed solution must be custom build.

NRC has invested in a standardised set of technologies across a range of products. It is recommended that proposals follow NRC's standards. Proposals based on different technologies will be considered if there is a strong justification for doing so.

#### *Backend technologies*

**Language:** TypeScript

**Framework:** Express

**Unit testing framework:** Jest

#### *Frontend technologies*

**Language:** TypeScript

**Framework:** React/Vite

**Design system:** No specific requirement, but it should be a common open-source design system that:

- Allows for theming
- Meets WCAG accessibility standards
- Supports RTL

Other projects at NRC are using Chakra UI and MUI.

A full set of the project's wireframes has been designed and will be required to be used.

**Unit testing framework:** Vitest

#### *DevOps technologies & Infrastructure*

For application deployed into the cloud, NRC's Azure environment must be used.

The application must be deployed behind NRC's firewall.

All infrastructure must be defined with Terraform.

CI/CD pipelines must use GitHub actions.

The application must be containerised with Docker.

NRC does not currently have standards regarding on-premise deployments, but it should align with the above where appropriate.

### *Data engineering technologies*

**Language:** Python

**Libraries:** Pandas, NumPy

**Pipeline tool:** Airflow or Dagster

### *Non-functional requirements*

- Application must be performant in all conditions, e.g. Low bandwidth/no internet access, servers running in hot climates, clients running on outdated low-spec machines.
- Frontend must meet WCAG accessibility criteria.
- System logging, monitoring, and alerting must be in place.
- Database backups and documented recovery process
- Secure system architecture and processes
- Codebase must be well documented

## **Product Requirements**

### *Administration module*

The organisation operates in 40 countries worldwide, with a subsidiary per country. An operational country (called *Operation*) deploys its activity from a central office to a series of local offices spread across the country and borders.

The Administration module enables configuring the administrative context in which an Operation works. Offices, Departments, Teams, Positions, Users, and GIS admin levels of these elements (*i.e. Countries, Admin levels 1,2, 3 municipalities, Locations*).

The user can CRUD frontend the different admin entities and define their relation and parenthood structure.

The admin modules also manage to configure business operation objects, such as budget lines (simple reference) and global KPI libraries imported into the system from a global repository (requiring an API). They can also configure additional custom KPIs at the Operation level and organise them logically using a tree structure of 3 levels (*i.e. Logframe – Outcome – Output*).

### *PRM – Participant Relation Management module*

The PRM modules serve to record participants.

A participant is an entity participating/receiving humanitarian assistance.

Participants can be

- **Individuals.** They are registered as stand-alone human beings. The system records key data elements such as contact details and data linked to their living condition (*i.e. vulnerabilities, legal status, income...*). The data collection details for registering individuals are customised in global templates at the operation level.
- **a Household.** An aggregation of individuals that share incomes to live (*i.e. a family*). In this case, the system will document the relationship between members of the household and some additional data related to the Household.
- **A collective** is the association of different individuals or households. They receive the same service as a group. The main interest of this level is the ability to use a listing of members and identify their focal points.
- **A facility** is a building receiving assistance (*i.e. renovation, maintenance, new construction*). The system documents who (Individual, Household or Collective) benefits from the services.

In a broader way, the PRM documents and articulates the relation between the different levels of participants. (*i.e. an individual is part of a household; a Collective is the grouping of individuals or households, etc.*)

For each participant type, the system enables the CRUD frontend on an entity record to archive, anonymise, display lists, perform searches and filters, attach documents, and upload/download lists from xls.

The PMR also embeds a third-party contact list, enabling CRUD on two layers of contacts:

- **Organisations**
- **Contacts** the users got in these organisations.

When displaying an entity record, the system displays its full recorded data, its relations with other entities, its Location (*cf. Admin module*) and the list of Activity Implementations received (*cf. Programme module*).

### *Programme module*

The programme module serves the operational team to follow up on the services they need to deliver. For each humanitarian service delivery (called *Implementation*), the user opens a new file according to a customised template at the Operation level, fills it out, and follows it up during the service delivery length (1 day to several years).

**Project & activities configuration.** The first sub-module allows the admin to create new types of services that will be delivered.

The admin user can create an operational space related to a new donor (Organisation) contract environment (called *Project*).

For each project, they can configure some metadata linking it to system entities (Donor/Organisation, Department, Budget line, set of KPIs).

They can also create and attach a series of services to be delivered (called *Activities*). For each activity, they can configure some metadata linking it to system entities (Offices, Teams implementing it, Specific Indicators, Budget lines). Additionally, they can set key elements such as indicator counting methods and customise a single data collection form to document every service delivery.

**Activities implementation.** A second sub-module, at the centre of CORE V2, enables linking participants from the PRM (or creating them on the go) to activities delivery configured in the programme module, using the meta/admin data from the admin module.

It allows NRC staff facing the participants during the service delivery to initiate an activity implementation, complete the required elements, the defined data collection form, record follow-up notes, and change the service status (possibly closing it).

All implementations, grouped by project and activities, are displayed in operational lists and can be managed by the authorised users. This feature is only available to the staff working on the file and is directly linked to the participants.

A third sub-module, **Project Tracking**, acts as a dashboard for management. Aggregating anonymised data, it lists all activities and implementation of an Operation. Users can filter the lists according to almost all entities in the system. The system displays interactive data on a GIS map according to the current selection. It also shows the achievement of the relevant indicators to be displayed. Users can't access detailed operational personal data from this module.

### *Accountability Module*

The accountability module is basically a ticketing system to follow-up on requests from participants. It gathers all features needed for the field team to record the Referrals (Service Requests), Complaints, Questions and Comments received. It enables the teams to configure their area's service mapping (who's who) and use it to retrieve the relevant aid providers easily. This new NRC tool will ease the agents' daily work on handling requests, supporting them in following the NRC policies and remaining compliant.

Internal recipients can quickly provide follow-ups and document the responses. This way, the teams can make sure to give feedback on any request, question, or complaint and grant them to close the loop for maximum accountability. The same applies to feedback received from externally referred requests.

The hotline add-on helps record the calls received and document the work being done. Analytics provides insight into the trends of the caller's inquiries and enables the issuance of communication to the population to clarify their concerns.

### Additional Functional Requirements

In addition to the above modules, some features are needed across the whole system:

- **Metadata configuration.** Some data fields are configured in dropdown options list format throughout the system. The user can configure the options in the front end on a dedicated admin page.
- **Access control.** The system enables access restrictions to a subset of data according to the user profile, the team they are working for, and the offices they are related to. In later versions, the level of restriction could go down to a single user. The implemented solution will need to enable it.
- **Counting method** and using KPI Indicators (some automated, some manually configured). The system embeds the ability to count the total amounts of individuals, households, collectives, and facilities that have received any activity implementation. The user can define the counting breakdowns (by gender and age categories...) of the counting.
- **The system logs** the history of any change done in the system (who, what change, what time)
- The system allows the **upload/download of the xls list** and the exchange of data both ways with other database systems.
- It allows users to **print templated** export of the data (activity implementation listing).
- **The Printing center** enables administrators to configure, in front-end the templates to be used for printing.
- **Deduplication.** The system operates deduplication analysis at data entry (of participants' data) across the system and flags potential duplicates in the database. To avoid registering twice the same entity.
- **Data Quality Centre.** The system has a page listing potential data quality inconsistencies in service implementations. (*i.e. Adults having received school assistance for kids...*). The user can configure acceptance criteria for data entry fields.

### Usability Requirements

- **Multi-language.** NRC operates in 40 different countries, and its employees and partners are diverse people from different cultures, countries, and languages. The system will have to support at least these major languages (English, Arabic, French & Spanish) and accept all formats of writing format (Latin, Arabic, Hindi...).
- **Storage and Connectivity.** Default Data storage needs to be cloud-based. It must comply with current and future data protection legislation, particularly the General Data Protection Regulation (GDPR) (EU Regulation). However, many users in the organisation who need to use the system are situated in regions where bandwidth is very expensive and/or unstable. The system should have:
  - **A Lightweight mode.** Supporting low bandwidth contexts.
  - **Offline mode.** The system should work offline on a local server instance accessed via an intranet wi-fi within an office

- **Multi-office synchronisation.** The system should support multiple instances deployed in local offices to be part of a broader system configured at the level of an Operation. These instances should synchronise their data whenever internet access is being recovered.
- **User load:** An instance should be accessed by an average of 200 users at a time. The load that these users have on the system has to be taken into account.
- **Data anonymisation.** Due to data protection requirements, the system should be able to handle personal data anonymisation on request.
- **Automated Backups & Recovery plan.**
- **Security:** NRC is required to adhere to the GDPR standards. In addition, some of the information that will be stored in the PMIS system is very sensitive, concerning people and projects in extremely high-risk areas and situations. Therefore, the data and web communication security in the PMIS system will be fundamental. Please provide information about how your solution handles data protection. (Integrations, protocols/communication, Web security, security update regime, access control and authentication)

### System Integration requirements

Finally, the system must support integration with NRC and the sector's systems. Some examples are provided for illustration.

- OKTA NRC uses Okta for Identity & Access Management (IAM). This is maintained by the NRC ICT team in the Head Office (Oslo, Norway) through the Master Active Directory. By using the existing Okta identity management, PMIS can achieve:
  - Single Sign On with SAML.
  - Provisioning and de-provisioning, i.e. adding and removing user information and access rights to supported systems. Okta uses industry-standard provisioning communication with SCIM.
 By supporting SAML and SCIM, any system can easily be connected with Okta and made available to all NRC users.
- Kobo Toolbox, a mobile data collection tool. NRC is running its own instance on servers based in Oslo.
- Twilio Flex. NRC is running a communication tool, DCH, using Twilio flex.
- PowerBI
- DHIS2
- Primero IMS
- Primes UNHCR
- Activity Info

### Business Requirements

- All proposed solutions must be based on a license-free business model
- Resource estimation must consider that NRC has an internal product team and a technical project manager that should not be replicated on the vendor side.
- The estimations should consider the current project maturity and product available documentation.



## Hypothesis and high-level vision

### Scope evolution

Further versions of CORE are planned to iteratively integrate more functionalities via developing additional modules. The proposed solution must enable further development of the platform.

### Wireframes examples

The system is based on a list and form principles. It lists the entities entries. A user can access details of a listed entry, clicking on it and reaching the form of the entity.

**Participants** New entry

Individuals 1204 **Households 217** Collectives 217 Facilities 63

Search households Filter

HH ID	HoH Name ↓	Size	Location	HoH ID	HoH Nationality	HoH Type	Tags
<input type="checkbox"/> H-17e3b...	HH Wanda Lea...	5	Shahri Buzurg, Badakhshan	17e3b...	Afghanistan	Adult Male	
<input type="checkbox"/> H-230a2...	HH David Brown	8	Ghormach, Badghis	230a2...	Egypt	Adult Male	
<input type="checkbox"/> H-896d2...	HH Emily Rose...	6	Andarab, Baghlan	896d2...	Australia	Adult Female	FHoH
<input type="checkbox"/> H-230a2...	HH Mohamme...	3	Khost Wa Fereng, Baghlan	230a2...	Netherlands	Elderly Male	Inactive
<input type="checkbox"/> H-17e3b...	HH Arc Mkam...	1	Mazar-e-Sharif, Balkh	17e3b...	Canada	Minor Other	OHoH Minor
<input type="checkbox"/> H-896d2...	HH Leander J...	12	Lash Wa Juwayn, Farah	896d2...	Peru	Adult Male	Inactive MHoH +2
<input type="checkbox"/> H-17e3b...	HH Frederick...	9	Nawa-I-Barakzayi, Helmand	17e3b...	India	Adult Male	
<input type="checkbox"/> H-230a2...	HH Archibald...	6	Chahar Asyab, Kabul	230a2...	Italy	Elderly Male	Inactive
<input type="checkbox"/> H-230a2...	HH Aisha Fati...	3	Mahmud Raqj, Kapisa	230a2...	Germany	Elderly Female	FHoH

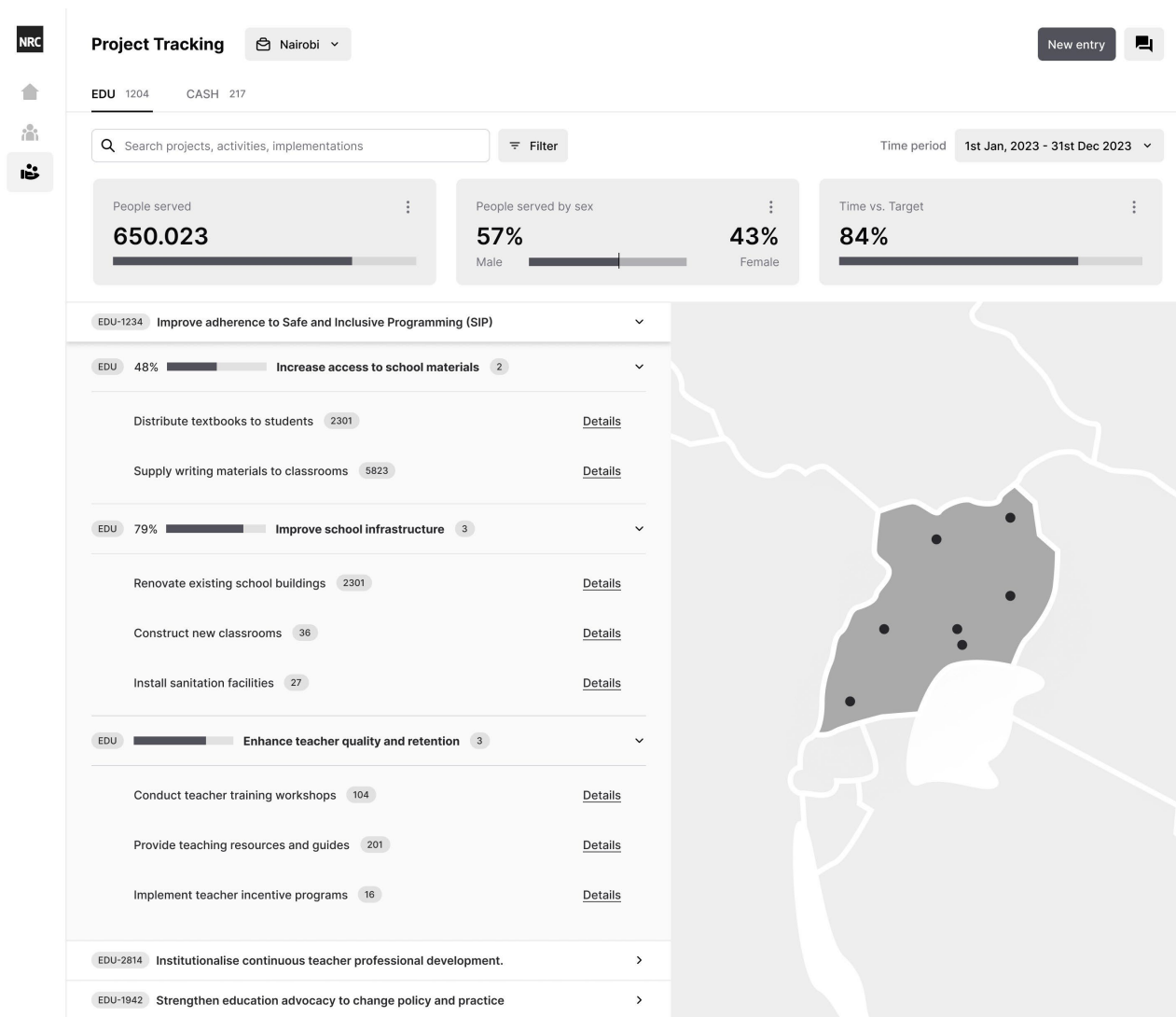
Items per page 10 1-10 of 1204 items 1 of 121 pages Export all

Example of individual entity listing

The screenshot displays the NRC participant management interface. On the left, a sidebar shows a list of participants with columns for ID, Name (Last, First), Sex, and Birthdate. The main panel shows the details for Wanda Leannon, including her displacement status (Refugee), location (East-Kandahar, AFG), area office (Afghanistan), and household size (5). The 'Personal' section provides her first and last names, native name, mother's name, preferred name, individual ID, birthday (03-02-2024), sex (Female), nationality (Afghanistan, Syria), and language(s) (Pashto, Persian (Dari), Sere, Tukang Besi North). The 'Contact' section lists her phone numbers and email addresses. The 'Services received' section shows a list of services, including 'ECHO Education Project' with specific dates and descriptions. Other sections include 'Protection' (Yes), 'Disabilities' (3), and 'Vulnerabilities' (6).

*Example of Individual details form*

Additionally the system can display analytics data in dynamic format such as on the Project Tracking page.



## Versioning

Only the MVP scope is targeted by the current contract call. The full version scope is provided as information for bidders to design their solution taking into account the final target of the project. The below table describes requirements expected for both MVP and Full versions.

When stating a backend requirement, it means that the system must be able to fully handle the entity in backend.

When stating a frontend requirement, it means that the system must enable end-users to configure and handle the entity themselves in frontend.

Requirement	MVP		FULL	
	BackEnd	FrontEnd	BackEnd	FrontEnd
<b>Admin Module</b>				
Offices, Departments, Teams, Positions configuration	v		v	v
Users Management	v	v	v	v
GIS & Locations management	v	v	v	v
Budget lines	v		v	v
Global KPI libraries import	v		v	v
<b>PRM Module</b>				
Individual entity management	v	v	v	v
Household entity Management	v	v	v	v
Collective entity management	v	v	v	v
Facilities entity management	v	v	v	v
Relations between participants' entities management	v	v	v	v
List entities	v	v	v	v
Searches & filters participants' entities	v	v	v	v
Archive entity			v	v
Anonymise entity			v	v
Document attachments	v	v	v	v
Bulk uploads of participants' entities	v	v	v	v
Download of participants' entities	v	v	v	v
Organisation entity management			v	v
Contacts entity management			v	v
<b>Program module</b>				
Project entity configuration	v		v	v
Activity entity configuration	v	v	v	v
List entities	v	v	v	v
Activity Data Collection form management	v	v	v	v
Activity implementation management	v	v	v	v
Selection Criteria Management	v	v		
Project tracking			v	v
<b>Accountability module</b>				
Request Forms configuration	v		v	v
Request Form entity management	v	v	v	v

Form assignment (Ticketing)	v	v	v	v
Service Mapping			v	v
Hotline calls forms	v	v	v	v
<b>Security</b>				
Support of off-line operations			v	v
Access Control/Authentication/Authorization	v		v	v
<b>Data management</b>				
Synchronisation of off-line data			v	v
<b>Additional funct requirements</b>				
Metadata configuration	v		v	v
The system logs	v		v	v
Print	v	v	v	v
Printing center - templates configuration			v	v
Deduplication	v	v	v	v
Data Quality Centre			v	v
Usability: Multilanguage, light-weight, backups & recovery, security, etc	v		v	v
Integrations with Okta, Kobo, Twilio, PowerBI, DHIS2, etc	v		v	v
<b>Project Management</b>				
....				
<b>Project Design</b>				
...				
<b>Testing</b>				
...				
<b>Documentation &amp; trainings</b>				
...				

**SECTION 5  
Bidding Form**

**Please provide information against each requirement.**

Additional rows can be inserted for all questions as necessary. If there is insufficient space to complete your answer in the space provided, please include on a separate attachment with a reference to the question.

**1. Bidder's General Business Details**

**a) General information**

<b>Company name:</b>	
<b>Any other trading names of company:</b>	
<b>Registered name of company (if different):</b>	
<b>Nature of primary business/trade:</b>	
<b>Primary contact name:</b>	
<b>Job title:</b>	
<b>Phone:</b>	
<b>Email:</b>	
<b>Registered Address:</b>	
<b>Business licence number:</b>	
<b>Country of registration</b>	
<b>Registration date:</b>	
<b>Expiry date:</b>	
<b>Legal status of company (eg. partnership, private limited company, etc.)</b>	

**b) Owners/Managers**

Please fill in the below table with the full names, title/position, the year of birth, and the country of birth of the company's owner(s) and manager(s)\*:

<b>Full Name</b>	<b>Title / Position</b>	<b>Birth Year</b>	<b>Birth Country</b>

*\* Please note this information is necessary in order to conduct the vetting procedure referred to in clause 25 of the Invitation to Bid-General Terms and Conditions. Owners and managers include but are not limited to Chief Executive Officer, Chief Operating Officer, Chair of the Board, Executive Director, Director, Manager.*

**c) Employees**

Please list the employees who would be involved with NRC in the event of contract award:

Employee name	Job title	Role on NRC project	Phone	Email
1.				
2.				
3.				
...				

**d) Company bank account details:**

Beneficiary name: .....

Beneficiary account no.: .....

Beneficiary Bank: .....

Bank branch: .....

SWIFT: .....

IBAN: .....

Bank address: .....

**2. Defects Liability/Guarantee Period**

Please provide details below of the defect liability and guarantee period you offer on the services included in this contract:

**3. Bid Validity**

Please confirm the validity of your bid below (in calendar days):

*(Requested: 30 days)*

**4. Confirmation of Bidder's Compliance**

We, the Bidder, hereby certify that our tender is a genuine offer and intended to be competitive and we confirm we are eligible to participate in public procurement and meet the eligibility criteria specified in the Invitation to Bid. We confirm that the prices quoted are fixed and firm for the duration of the validity period and will not be subject to revision or variation.

We, the Bidder confirm the documents attached to this offer are those validated by us in the Section 2 Paragraph 6 . Bidder's checklist.

We understand that NRC is not bound to accept the lowest, or indeed any bid, received. We agree that NRC may verify the information provided in this form itself or through a third party as it may deem necessary.

**We confirm that NRC may in its consideration of our offer, and subsequently, rely on the statements made herein.**

Name of Signatory:	Tel N°:
Title of Signatory:	Name of Company:
Signature & stamp:	Date of Signing:
	Address:



**SECTION 6**  
**Company Profile and Previous Experience**

The Bidder is requested to:

1. Submit the **Company Profile**
2. Complete the following **Relevant Previous Experience Table** listing the work or contracts undertaken in the past 5 years similar to the services required under this contract
3. Submit, if available, **evidences of previous experience** in form of portfolio, websites, Completion Certificates, etc.

	Name of Project / Type of work	Total value of the performed works (.....)	Duration of the works contract	Starting date	Ending date	Contracting Authority and Place

**NOTE:** The list shouldn't be limited to this Form in regards to the number of works reported. A comprehensive list of the last 5 years' experience has to be submitted adapting the Form to the necessary rows.

**SECTION 7**  
**CORE V2 Service Provision - Description**

Service provider should describe in detail his technical proposal for the FULL V2 Version and demonstrate how it complies with NRC requirements.

Please then specify clearly which compromises and any technical debt your MVP proposal implies, if any.

Bidders are allowed to present this section in a separate document.

**Narrative description:** .....

<b>Prepared by:</b>	
<b>Name:</b>	
<b>Position:</b>	
<b>Signature:</b>	
<b>Date:</b>	
<b>Stamp:</b>	

**SECTION 8a**

**Service Provision: CORE V2 MVP Timing and prices**

**Bidders are asked to detail in this section, their estimations about the V2 MVP scope as stated in section 4.**

**Overall time estimation:**

Provide the estimation of the overall time needed to complete the development of all requirements. In how much days will your team produce the solution.

**Total mission duration (in days):**

**Requirements estimations**

Please provide a detailed breakdown of efforts (man/day) estimated to complete the development of each requirement listed in Section 4. The estimation should be per profile/position within the bidder team. Please include the daily rate per profile/position in the table.

*You may use a table in landscape format as long as it is included in the submitted documents holding the same reference as this section.*

*Example of requirements estimations table:*

Requirement (as listed in section 4)	Position 1 <i>(daily rate)</i>	Position 2	Position 3	Position 4	—
....					

**Total development pricing**

**Please provide the total cost (in €) of the proposed solution:**

**Maintenance and support pricing**

**Please detail your proposed yearly fees (in €) for the solution maintenance and support:**

**SECTION 8b**

**Service Provision: CORE V2 FULL Timing and prices (for information)**

Additionally, in order to comprehend the extent of the solution proposed, bidder are asked to detail in this section, for information only, their estimations about the V2 Full scope, as stated in section 4. This scope is out of the contract covered by this RFP. These details will be used to fully understand the extend of the proposed solution and long term needed investments.

**Overall time estimation:**

Provide the estimation of the overall time needed to complete the development of all requirements. In how much days will your team produce the solution.

**Total mission duration (in days):**

**Requirements estimations**

Please provide a detailed breakdown of efforts (man/day) estimated to complete the development of each requirement listed in Section 4. The estimation should be per profile/position within the bidder team. Please include the daily rate per profile/position in the table.

*You may use a table in landscape format as long as it is included in the submitted documents holding the same reference as this section.*

*Example of requirements estimations table:*

Requirement (as listed in section 4)	Position 1 (daily rate)	Position 2	Position 3	Position 4	—
....					

**Total development pricing**

**Please provide the total cost (in €) of the proposed solution:**

**Maintenance and support pricing**

**Please detail your proposed yearly fees (in €) for the solution maintenance and support:**

**SECTION 9**

**Ethical Standards Declaration for all Supply, Service and Works Contractors**

## **Ethical Standards Declaration for all Supply, Service and Works Contractors**

NRC as a humanitarian organisation expects the contractors to have high ethical standards. “all contractors supplying or planning to supply goods, works or services valued USD 10.000 or more cumulatively within a 12 months’ period must sign this declaration”.

This declaration will be kept on file for a period of 10 years and should be updated every year or more often as appropriate.

NRC staff may perform checks to verify that these standards are adhered to. Should NRC deem that the contractor fails to meet or is not taking appropriate steps to meet these standards, any and all contracts and agreements with NRC may be terminated.

Any contractors doing business with Norwegian Refugee Council shall as a minimum;

- a) Comply with all laws and regulations in effect in the country or countries of business  
AND
- b) Meet the ethical standards as listed below.  
OR  
Positively agree to the standards and be willing to implement changes in their organisation.

### **1. Anti-corruption and contractor’s compliance with laws and regulations:**

- 1.1 The contractor confirms that it is not involved in any form of fraud, corruption, collusion, coercive practice, bribery, involvement in a criminal organization or other illegal activity.
- 1.2 Where any potential conflict of interest exists between the contractor or any of the contractor’s staff members with any NRC staff member, the contractor shall notify NRC in writing of the potential conflict. NRC shall then determine whether action is required. A conflict of interest can be due to a relationship with a staff member such as close family etc.
- 1.3 The contractor will immediately notify senior NRC management if exposed for alleged corruption by representatives of NRC.
- 1.4 The contractor shall be registered with the relevant government authority with regard to taxation.
- 1.5 The contractor shall pay taxes according to all applicable national laws and regulations.
- 1.6 The contractor warrants that it is not involved in the production or sale of any weapons including anti-personnel mines.

### **2. Conditions related to the employees:**

- 2.1 No workers in our company will be forced, bonded or involuntary prison workers.

- 2.2 Workers shall not be required to lodge “deposits” or identity papers with their employer and shall be free to leave their employer after reasonable notice.
- 2.3 Workers, without distinction, shall have the right to join or form trade unions of their own choosing and to bargain collectively.
- 2.4 Persons under the age of 18 shall not be engaged in work which is hazardous to their health or safety, including night work.
- 2.5 Employers of persons under the age of 18 must ensure that the working hours and nature of the work does not interfere with the child’s opportunity to complete his/ her education.
- 2.6 There shall be no discrimination at the work place based on ethnic background, religion, age, disability, gender, marital status, sexual orientation, union membership or political affiliation.
- 2.7 Measures shall be established to protect workers from sexually intrusive, threatening, insulting or exploitative behaviour, and from discrimination or termination of employment on unjustifiable grounds, e.g. marriage, pregnancy, parenthood or HIV status.
- 2.8 Physical abuse or punishment, or threats of physical abuse, sexual or other harassment and verbal abuse, as well as other forms of intimidation, shall be prohibited.
- 2.9 Steps shall be taken to prevent accidents and injury to health arising out of, associated with, or occurring in, the course of work, by minimizing, so far as is reasonably practicable, the causes of hazards inherent in the working environment.
- 2.10 Wages and benefits paid for a standard working week shall meet, at a minimum, national legal standards or industry benchmark standards, whichever is higher. Wages should always be enough to meet basic needs.
- 2.11 Working hours shall comply with national laws and benchmark industry standards, whichever affords greater protection. It is recommended that working hours do not exceed 48 hours per week (8 hours per day).
- 2.12 Workers shall be provided with at least one day off for every 7 day period.
- 2.13 All workers are entitled to a contract of employment that shall be written in a language they understand.
- 2.14 Workers shall receive regular and documented health and safety training, and such training shall be repeated for new workers.
- 2.15 Access to clean toilet facilities and to potable water, and, if appropriate, sanitary facilities for food storage shall be provided.
- 2.16 Accommodation, where provided, shall be clean, safe and adequately ventilated, and shall have access to clean toilet facilities and potable water.
- 2.17 No Deductions from wages shall be made as a disciplinary measure.

**3. Environmental conditions:**

- 3.1 Production and extraction of raw materials for production shall not contribute to the destruction of the resources and income base for marginalized populations, such as in claiming large land areas or other natural resources on which these populations are dependent.
- 3.2 Environmental measures shall be taken into consideration throughout the production and distribution chain ranging from the production of raw material to the consumer sale. Local, regional and global environmental aspects shall be considered. The local environment at the production site shall not be exploited or degraded by pollution.
- 3.3 National and international environmental legislation and regulations shall be respected.
- 3.4 Hazardous chemicals and other substances shall be carefully managed in accordance with documented safety procedures.

We, the undersigned, verify that we are in compliance with all applicable laws and regulations, and meet the ethical standards as listed above or positively agree to these ethical standards and are willing to implement necessary changes in the organisation.

DATE: \_\_\_\_\_

NAME OF CONTRACTOR/COMPANY: - \_\_\_\_\_

NAME OF REPRESENTATIVE \_\_\_\_\_

SIGNATURE: \_\_\_\_\_