

RULES FOR THE COMPETITION

Part 2

EduApp4Syria

"Mobile literacy and psychosocial wellbeing resource for children affected by the Syrian conflict"



Norwegian Ministry
of Foreign Affairs



Norad



NTNU

Norwegian University of
Science and Technology



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1 THE ASSIGNMENT

1.1 The Tender Documents

The tender documents consist of three parts:

- 1 Invitation To Tender
- 2 The Rules for the Competition (this document) and Appendix 1: Specification of Requirements
- 3 The Framework Agreement (also referred to as contract in the other tender documents) and draft call-off contract for Phase 1

These tender documents are also being published in Arabic. The English version is the authoritative version if there are inconsistencies between the English and Arabic versions.

Update:

You also have to read all [the questions and answers](#) (or read the Q&A document with the same content on Doffin) that we have responded to from suppliers, as these provide further details and clarifications on issues referred to in the tender documents.

1.2 The Client

The Norwegian Agency for Development Cooperation (Norad), hereinafter known as the Client, hereby invites you to submit a bid in the competition for the innovation procurement project EduApp4Syria – a mobile literacy and psychosocial wellbeing resource for children affected by the Syrian conflict.

The Client's contact person:

Name: Liv Marte Nordhaug

E-mail address: liv.marte.nordhaug@norad.no

There will be no contact/communication with representatives or employees of the Client other than the contact person named above.

1.3 The Framework Agreement

1.3.1 The Period of Contract and its Scope

The contract is valid as of the date of its signing until the completion of the comprehensive field testing and reiteration in Phase 3. The contract is scheduled to last from April 2016 until December 2017.

A maximum of five suppliers will enter into framework agreements with the aim to develop their EduApp4Syria concepts further. The development will be based on call-off contracts for each phase of the competition, based on the best solutions offered. For more information on the procurement process, see Part 1, "Invitation to Tender".

1.3.2 Contractual Provisions

The contractual relationship will be governed by the framework agreement (contract) which will be published approximately mid-February 2016, on the same sites as this document, ref Section 1.4 below).

1.4 Public Announcement of the Competition

This competition has been announced on the project's website, see www.norad.no/eduapp4syria, as well as the Norwegian National Notification Database for Public Procurement (Doffin) and on Tenders Electronic Daily (TED), for both see www.doffin.no.

1.5 Supplemental Information

The deadline for submitting questions about the tender process was 15 March, 2016, at 1pm CET. The questions and answers have been published [here](#), and on Doffin

All questions and answers have been anonymized and shared with everyone.

If any errors are discovered in the tender documents or during the submission process, we kindly request that you inform us about this by e-mail to the contact person listed in section 1.2.

1.6 Corrections, Additions or Modifications to the Rules for the Competition

The Client has the right to make minor corrections, additions and modifications to the tender documents. Any corrections, additions or modifications will be published on Doffin, TED and on the project's website (www.norad.no/eduapp4syria).

2 EXECUTION OF THE COMPETITION

2.1 Procedures

The competition will be executed as a multi-phased competition, legally defined as a pre-commercial procurement.¹ All suppliers interested in submitting bids are invited to deliver their bid to the Client.

¹ Pre-commercial procurements are carried out according to the Act of 16 July 1999 no. 69 concerning public procurements (lov om offentlig anskaffelser, LOA), as well as the provisions and stipulations stated in the tender documents.

A pre-commercial procurement is subject to the exemption clause in the Norwegian Public Procurement Regulations of 7 April 2006 no. 402 (Section 1-3 (2)-g (R&D exemptions). This implies that the Public Procurement Regulations do not apply to this procurement.

2.2 Rules for Communication

All communication and exchange of information except the bid submission shall occur through e-mail. For bid submission, see Section 2.4 “Submission and delivery of bids”.

2.3 The Bidding Deadline

The final deadline for submitting a bid in this competition is Friday 1 April, 2016, at 1pm CET.

The supplier bears all risks for submitting the bid before the deadline for submitting bids.

2.4 Submission and Delivery of Bids

The bid, including all required documentation, must be submitted through the submission link eduapp4syria.skild.com, which can be accessed directly or through the project’s website www.norad.no/eduapp4syria. We would like supplementary information concerning any reservations, information about business relations etc. of significance to participation and declarations of commitment by subcontractors to be uploaded as part of the “bidder’s plan for execution”.

Information concerning issues like reservations and declarations of commitment will not count towards the word limit of 1500 in this document. We ask that such information is clearly separated (e.g. a new headline) from the other content in the bidder’s plan for project execution. **Please note that the bidder’s plan for execution can only be uploaded as one file!**

We recommend that potential bidders access the submission link well in advance of the deadline, to ensure that bids are delivered before the deadline.

The bid must be submitted by person(s) with the authority to submit for the supplier.

2.5 Form of Presentation

The information in 1 and 2 (ref below) must be submitted in English, whereas the Documentation referred to in 3 can be submitted in English or Arabic. For this initial competition phase, suppliers who are comfortable working in English are encouraged to use English for all documentation, to avoid unnecessary translation costs for both the Client and supplier. The tender must be submitted by web form according to the outline provided below:

1. Letter of tender (*web form*)
 - The legal name, address and registration number of the enterprise.
 - Any reservations/deviations from the terms set up in the tender documents must be clearly stated in this letter.
 - Contact person, e-mail, phone.
2. Scanned documentation of being a legally established enterprise (with certified English translation if in any other language), see Section 3.2.

3. Documentation required as part of the allotment criteria, Phase 0, see Section 4.4.

Failure to submit any of the required information is cause for rejecting a bid.

2.6 Abidance Deadline

The supplier is bound by the bid for 90 days, calculated from the day of the bidding deadline.

2.7 Partial Bids

Tenders may not be submitted only for parts of the assignment.

2.8 Duty of Confidentiality

The Client and its employees are obligated to deter access to bidding documents - or knowledge about information on technical devices, approaches or operational and business conditions - that for reasons of competitiveness would be important to conceal out of consideration for those whom the information concerns; see Section 13 of the Norwegian Public Administration Act.

The duty of confidentiality also applies to any entities or enterprises associated with the Agency that will be assisting in quality control of the evaluation for this competition. The head of the jury will collect written and signed declarations of confidentiality from all associated entities.

2.9 Legal Competence

This procurement is subject to the rules concerning legal competence and impartiality as laid down in the Norwegian Public Administration Act (sections 6 to 10) and the Act of 25 September 1992 no. 107 concerning Municipalities and County Municipalities (the Local Government Act) Section 40 no. 3. If the Public Administration Act does not apply directly to this subject, the provisions of sections 6 to 10 of the Public Administration Act shall apply correspondingly.

2.10 Rejection of Tenders

2.10.1 Reservations

Reservations to the terms set up in the tender document will be assessed. Bids that are considered to contain significant reservations will be rejected. Any reservations one wishes to submit must be explained precisely and clearly so the Client can assess these.

Reservations must be clearly stated in the bid letter. Bids that contain reservations which make comparisons with other bids impossible will be rejected.

The supplier's references to standard terms of delivery or similar will be regarded as reservations in so far as such terms deviate from the competition rules or contractual provisions.

2.10.2 Other Grounds for Rejection

The Client will reject bids submitted by suppliers if:

- a) they do not satisfy the requirements set for the suppliers' participation in the competition, that failed to submit their bid by the deadline,
- b) the Client comes to understand that the supplier is guilty of participating in a criminal organization or is guilty of corruption, fraud or money laundering

The Client may reject bids submitted by suppliers that:

- a) are bankrupt, under debt settlement negotiations or liquidation, have terminated business activities or are involved in a similar process according to the provisions of national laws and/or regulations,
- b) are involved in bankruptcy negotiations, has petitioned debt settlement or enforced closure/sale or a similar process according to the provisions of national laws and/or regulations,
- c) have been found guilty of criminal actions related to businesslike conduct by a court of law,
- d) are guilty of serious omission or negligence related to professional and/or ethical standards for the trade,
- e) have provided grossly misleading or incorrect information or failed to provide information as required by the competition documents or requirements set for suppliers.

The Client can reject bids that:

- a) contain significant reservations to the contract's terms and conditions,
- b) contain significant deviations from specification requirements in the tender announcement or the competition documents, or
- c) contain deviations, reservations, errors, incompleteness, ambiguities or similar that could cause doubt as to how the bid shall be judged in relation to the other bids.

2.11 The Supplier's Duty of Disclosure

The supplier shall inform the Client about any business relations etc. that could be of significance to participation in this competition. For example, relations mentioned in the previous item concerning bid rejection.

2.12 The Client's Duty of Disclosure

The Client will notify the suppliers in writing (by e-mail) with a short explanation of the reason for rejecting a bid, or if all bids are rejected or if the competition is cancelled.

3 SUPPLIER REQUIREMENTS

3.1 General Information about Demands for Qualifications

The supplier's qualifications will be assessed based on the submitted documentation. Only qualified suppliers will have their bids evaluated. Satisfying the qualification requirements listed below is a precondition for participation in the competition.

3.2 Legally Established Enterprise

<ul style="list-style-type: none"> The supplier entering a bid must be a legally established enterprise, or establish an enterprise. If several suppliers are cooperating, only one, which will be regarded as the main supplier, must supply documentation. Legally established enterprises include (amongst others) sole proprietorships and non-profit organizations. 	<ul style="list-style-type: none"> Norwegian companies: Certificate of Incorporation Foreign companies: Confirmation that the company is registered in a trade register or a register of business enterprises as described in legislation in the country in which the supplier company is established <i>A supplier that has applied to become a registered enterprise before the deadline of bids can submit their application to register and participate if they submit their approved registration by the time (if) they are selected for a framework contract</i>
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Many interested in the EduApp4Syria-competition so far have expressed a desire to partner with other types of expertise. To help facilitate this, we have created a [Facebook Group called EduApp4Syria](#), where you can reach out to other potential participants. If you want to join the group, click on *+ Join Group*.

3.3 Supplier Groups and Subcontractors

If the supplier submits a bid together with other suppliers, or if the supplier intends to involve subcontractors in the competition, the supplier must be able to provide the Client with documentation confirming that the supplier has the necessary authority over the necessary resources to fulfil contractual obligations by submitting a declaration of commitment.

The Client must be informed if the supplier needs to replace a collaborator(s) at any time during the competition. The Client cannot disapprove of the supplier's choice of collaborative partners without reasonable grounds.

4 HOW THE CLIENT CONSIDERS AND HANDLES BIDS

4.1 Registering and Reception of Bids

Each bid will be time registered by the web submission system when it arrives. The supplier will receive a confirmation by e-mail that the bid was received. The Client will not access the bids before the expiration of the deadline. A public opening of tenders will not take place.

4.2 Execution of the Multi-phased Competition

This competition will undergo various phases and the Client will reduce the number of participating solutions throughout the process. We also refer you to Part 1 “Invitation to Tender” for more information about this.

4.3 The Selection Process

A jury led by Dr. Alf Inge Wang, Professor in game based learning at the Norwegian University of Science and Technology, will make the selection of which solutions to proceed with at each stage. The collaboration group (see Part 1, “Invitation to Tender”, Section 6) may send comments on the proposed solutions to the jury for its consideration, but the jury makes an independent decision.

4.4 Allotment Criteria

Phase 0 – Design and simple interactive prototype

Criteria for awarding framework agreements and call-off contracts for Phase 1 to up to five suppliers

Criteria	Requirement for documentation
The bidder's proposed solution <ul style="list-style-type: none">How well the concept responds to the functional requirements in Part 2, “Appendix 1: Specification of Requirements”	<ul style="list-style-type: none">An unlisted YouTube video (maximum 3 minutes) demonstrating the main concept idea/narrative and how it will respond to the user experience requirements and ultimately the goal of the competition. Submit only URL to the videoSimple interactive prototype illustrating the main gameplay for maintaining engagement, motivation, focus and learning. The prototype can be web-based, Android or iOS

	<ul style="list-style-type: none"> • A document (maximum 1000 words + illustrations) describing the concept and how it will respond to the functional requirements (both technical requirements and user experience requirements) of the competition. A working title for the concept should be included
<p>The bidder's plan for project execution</p> <ul style="list-style-type: none"> • The bidder's plan for project execution • The competence of project management and the project's capacities and resources • The bidders plan for developing a functioning solution within the signalled timeframe 	<p>A document (maximum 1500 words) which includes:</p> <ul style="list-style-type: none"> • The bidder's plan for execution, focusing on progress (milestones) and dedicated resources to reach the goals of building Arabic literacy skills and improving psychosocial wellbeing • Description of the project's key personnel and competence for the present phase • Description of how the funds provided by the Client will be allocated throughout the project
<p><i>The documentation referred to above can be in English or Arabic. For this initial competition phase, suppliers who are comfortable working in English are encouraged to use English for all documentation, to avoid unnecessary translation costs for both the Client and supplier.</i></p>	

Phase 1 – Alpha version of product

Criteria for awarding call-off contracts for Phase 2 to up to three suppliers

Criteria*	Requirement for documentation*
<p>The bidder's Alpha version</p> <ul style="list-style-type: none"> • How well the Alpha version of the product responds to the functional requirements in Part 2, "Appendix 1: Specification of 	<ul style="list-style-type: none"> • Alpha version • Documentation for specified tests

<p>Requirements”</p> <ul style="list-style-type: none"> • The Alpha version's results in relation to the phase's testing specifications 	
<p>The bidder's plan for project execution</p> <ul style="list-style-type: none"> • The bidder's plan for project execution • The competence of project management and the project’s capacities and resources • The bidders plan for developing a functioning solution within the signalled timeframe 	<p>A document (maximum 1500 words) which includes</p> <ul style="list-style-type: none"> • The supplier's plan for execution, focusing on progress (milestones) and dedicated resources to reach the goals of building Arabic literacy skills and improving psychosocial wellbeing • Description of the project's key personnel and competence for the present phase • Description of how the funds provided by the Client will be allocated throughout the project

**The Client reserves the right to make adjustments and add more details to the criteria and requirements for documentation for the call-off contracts for Phase 2*

Phase 2 – Beta version of product

Criteria for awarding call-off contracts for Phase 3 to up to two suppliers

Criteria*	Requirement for documentation*
<p>The bidder's Beta version</p> <ul style="list-style-type: none"> • How well the Beta version of the product responds to the functional requirements in Part 2, “Appendix 1: Specification of Requirements” • The Beta version's results in relation to the phase's testing specifications 	<ul style="list-style-type: none"> • Beta version of product • Documentation for specified tests
<p>The bidder's plan for project execution</p> <ul style="list-style-type: none"> • The bidder's plan for project execution 	<p>A document (maximum 1500 words) which includes</p>

<ul style="list-style-type: none"> • The competence of project management and the project’s capacities and resources <p>The bidders plan for developing a functioning solution within the signalled timeframe</p>	<ul style="list-style-type: none"> • The supplier's plan for execution, focusing on progress (milestones) and dedicated resources to reach the goals of improving Arabic literacy and psychosocial wellbeing • Description of the project's key personnel and competence for the present phase • Description of how the funds provided by the Client will be allocated throughout the project
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**The Client reserves the right to make adjustments and add more details to the criteria and requirements for documentation for the call-off contracts for Phase 3*

Phase 3 - Comprehensive testing through market release, outreach strategies, and improvements based on market feedback

Criteria for implementation*	Requirement for documentation*
<ul style="list-style-type: none"> • How well the product responds to the functional requirements in Part 2, “Appendix 1: Specification of Requirements” • The product's results in relation to the phase's testing specifications 	<ul style="list-style-type: none"> • End product • Documentation for specified tests*

**The Client reserves the right to make adjustments and add more details to the criteria and requirements for documentation for implementation of Phase 3*

4.5 Awarding the framework agreements and call-off contracts

4.5.1 Contracting framework agreements

All suppliers who have participated in the initial competition will receive written feedback about which suppliers were chosen by the Client for framework agreements.

4.5.2 Awarding call-off contracts

The Client will inform all current parties of the framework agreement about who is awarded a new call-off contract, and will also give feedback. This will be repeated for the different phases of the procurement. Bidders who are not awarded a new call-off contract, will not be informed about winners of call-offs for the subsequent phases of the procurement.

4.5.3 Failure to submit results in any phase

Phase results that are not submitted by the deadline for each phase will not be evaluated, and the supplier will be disqualified from participating in the remainder of the competition.

4.6 Cancellation

The Client reserves the right to cancel the competition. Bidders will not be compensated for any expenses they have incurred for the initial competition (Phase 0) in the event of a cancellation. For subsequent phases the conditions for cancellation will be specified in Part 3, "Framework Agreement". The affected suppliers will be given a short explanation of the reason for the cancellation of the competition. The competition could be cancelled due to loss of financing or if the submitted solutions are obviously unfeasible and the Client's needs will not be met.

APPENDICES

Appendix 1: Specification of Requirements