



**Norwegian People's Aid**

Invitation to Tender  
Digital Learning Platform  
for Norwegian People's Aid



# Contents

1 Background / Introduction.....	2
1.1 About Norwegian People's Aid (NPA) .....	2
Our Volunteers.....	2
Always prepared.....	2
2 General.....	3
2.1 The purpose and scope of the tender .....	3
Short description.....	3
Existing solution.....	3
2.2 Contact information, closing date and period of validity .....	3
3 Evaluation criteria .....	4
3.1 Emphasis – Evaluation criteria: .....	4
4 Deliverables .....	4
The new solution must cover the following requirements:.....	4
5 The duration of the agreement and fees .....	5
5.1 The Bidding Process .....	5
5.2 Processing of offers.....	6
6 Attachments.....	6



## 1 Background / Introduction

### 1.1 About Norwegian People's Aid (NPA)

Norwegian People's Aid is a politically independent membership-based organisation with approximately 100 local branches located throughout Norway and working in more than 30 countries around the world.

Founded in 1939 as the labour movement's humanitarian solidarity organisation, NPA aims to improve people's living conditions and to create a democratic, just and safe society. Norwegian People's Aid has a long tradition of health promotion, and was a pioneer in many fields for which the state later assumed responsibility – the occupational health service, for example.

In Norway, NPA operates within two areas: **First Aid and Rescue Service**, in addition to **Refugee and Integration**. This work takes place primarily through volunteers in local teams across the country. A total of over 100 local teams and more than 2000 volunteers receive assistance and support from the main administration.

The purchaser for this tender is the Organisational Department. For more information, please see: <https://www.npaid.org/about-us>

### Our Volunteers

**Norwegian People's Aid First Aid and Rescue Service** saves lives and is active in prevention work and preparedness. We work actively to strengthen the position of volunteer work in the country's rescue services and to secure good working conditions. We also demand that operative personnel are not exposed to loss of earnings while volunteering.

### Always prepared

Norwegian People's Aid First Aid and Rescue Service aims to approach the public as a professional resource at events and all other occasions where we are on stand-by, providing sound first aid and comprehensive preparedness expertise, including the prevention of injury or illness. By means of attitude-changing work, training and consciousness raising, we aim to make day-to-day life safer for the individual.

Norwegian People's Aid First Aid and Rescue Service aims to increase public knowledge of life-saving first aid and actively lobbies for the introduction of mandatory first aid training within the school system and other public bodies. One of our goals is for Norwegian People's Aid to be the leading course provider and organizer within the First Aid field.



## 2 General

### 2.1 The purpose and scope of the tender

#### Short description

Norwegian People's Aid hereby announces a simple invitation to tender for the acquisition of a platform solution for the production, distribution, administration of e-learning, and other digital information and learning methods aimed at our volunteer members and crews.

#### Existing solution

As of today, the courses are conducted in the form of physical gatherings set on weekends and/or afternoons, as course completions must take place in leisure time and outside of ordinary working hours. Registrations and completions are managed via the course portal (<https://member.npaid.org/Modules/Kurs/Kurskalender.aspx>), which in turn is linked to Mysoft Regional Member Service (RMS). The user data is retrieved from CRM (member database, Microsoft Dynamics CRM).

### 2.2 Contact information, closing date and period of validity

Questions and enquiries regarding the tender must be labeled (ITT No.) **ORG-20/01-JS** and directed to:

*Jeanett Sirland, eLearning Advisor*

*e-mail: [jeanett.sirland@npaid.org](mailto:jeanett.sirland@npaid.org)*

*phone: +47 905 50 653*

All tenders must be submitted no later than **October 19, 2020 at 16:00 PM (CET)**. Tenders submitted after this date and time might not be considered in the competition.

Tenders including attachments can be e-mailed to [tenders@npaid.org](mailto:tenders@npaid.org) unless otherwise agreed.

Tenders can be addressed to:

Norwegian People's Aid co/Jeanett Sirland

Post box 8844 Youngstorget

0028 Oslo

Norway



Tender validity date is set to 60 days post closing date.

Any costs associated with preparing offers will not be reimbursed.

### 3 Evaluation criteria

Selection will be made on the basis of which offer provides the best solution descriptions, as well as the relationship between price and quality.

#### 3.1 Emphasis – Evaluation criteria:

When choosing a supplier, emphasis will be placed on the following criteria (not a priority order) with the following weighting:

- Price (20 points)
- Solution and Flexibility (50 points)
- Support and Service (10 points)
- Experience and Competence (20 points)

Further details about our request are outlined in **Section 4 Deliverables** below.

### 4 Deliverables

#### The new solution must cover the following requirements:

NPA wishes to procure the following service for our Organisational Department: (not prioritized order):

- A digital distribution platform (possibility to make new and existing courses available to members and crews).
- Tracking of course progress and completion (individual and group level)
- Responsive design (mobile and tablet “friendly”)
- User import (including existing roles, qualifications and certifications etc. from CRM /MS Dynamics - NPAs member database based on [Mysoft's](#) solution)
- Allows for the reuse of third-party content (including reuse of interactive courses and other content from other cooperating rescue services and organisations).
- Support for accumulative course completion (e.g. mandatory passing of courses in order to qualify for further education and specialisation, see our [education overview](#) *(in Norwegian)*).



- Course completion data should transfer to CRM (MS Dynamics - NPAs member database based on Mysoft's Microsoft Dynamics solution).
- Support for SSO to Azure AD

## 5 The duration of the agreement and fees

Please enter the desired assignment period and current notice periods. Preferred duration is maximum 3 years with the possibility of extension on an annual basis if circumstances so require (ex. 2+1+1 years).

Enter annual contract fees, support maintenance (fees) and provide information on any price adjustment invoked by the extension of the assignment. All prices must be stated in NOK incl. VAT.

Provide a description of fee structure including estimated hourly consumption per. years for the services described in the offer. Additional services that are not covered by the main assignment must be agreed separately and invoiced after the elapsed time. Hourly rate for any additional services must be stated.

NPA processes their bills every 30 days. Please confirm that this concurs with your routines.

NPA reserves the right to withhold the disputed amount without calculating interest. Interest charges on late payments are accepted in accordance with applicable laws at all times.

All invoices /credit notes shall be issued in the name of Norwegian People's Aid. Invoice and handling fees are not accepted. Norwegian People's Aid prefers electronic receipt of invoice.

Deviations or reservations from the above must be specified in the offer. Unless deviations are specified specifically in the offer, the above is considered accepted.

The company must recognize and respect the attached [Norwegian People's Aid Ethical standards for purchasing, investment and fundraising](#) in connection with the assignment.

It is further a requirement that all deliveries or activities the company is involved in are not in conflict with recognized principles of international law, international sanctions or conventions. NPA reserves the right to check and, if necessary, omit providers that are not considered to be in line with the above requirements.

### 5.1 The Bidding Process

Closing date is on **October 19, 2020, 16:00 PM (CET)**.

After this date NPA will consider whether the most appropriate providers will be given the opportunity to introduce themselves and present their offering.



The offer must also contain the following elements:

- Company information with the latest annual report including key figures for the company (nationally and internationally)
- Contact information for the provider's main Customer Manager
- Documentation on the points discussed in «3.1 Evaluation criteria»
- The company's ethical guidelines and other relevant certificates / documents
- Written acceptance of NPAs Ethical standards for purchasing, investment and fundraising work as attached
- Optional reference list - Enter min. 2-3 customers and contacts that are relevant in relation to NPA.

## 5.2 Processing of offers

The tenders will be processed in a closed opening and the bidders will not be given the opportunity to be present during the opening. The offers are exempt from public access.

NPA reserves the right to reject delayed or incomplete offers. NPA will not return any submitted offers to providers who are not selected.

NPA will treat all information from the provider confidentially. Tenderers may not publish all or parts of the tender documents without written permission from NPA.

NF will organise presentation meetings with the 2-3 best bidders before a final decision is made shortly after the bid deadline has expired and bids have been assessed by an internal working group.

## 6 Attachments

- Norwegian People's Aid Ethical standards for purchasing, investment and fundraising
- *The Volunteer Journey* – an example of the «journey» that is carried out from starting out as a new member of the NPA to becoming a fully trained and active crew member.