



# Norwegian Directorate for Education and Training

## TENDER SPECIFICATION

Competitive dialogue in accordance with section 13-2 of the Public Procurement Regulation  
for procurement of systems for development and administration of tests and examinations

Case no. 2018/23908

## PART 1 – General information, qualification and selection of applicants

### 1 Introduction

#### 1.1 Contracting authority

Established in 2004, the Norwegian Directorate for Education and Training is the executive body of the Ministry of Education and Research. The Directorate has the overall responsibility for supervising kindergarten, education and the governance of the education sector, as well as the implementation of Acts of Parliament and regulations. This includes the setting of curricula and assessment.

The Directorate is responsible for all national statistics concerning kindergarten, primary and secondary education. On the basis of these statistics it initiates, develops and monitors research and development.

The objective of the Directorate is to ensure that all children, pupils and apprentices receive the high-quality education they are entitled to. For more information, see the Customer's website: <https://www.udir.no/in-english/>

#### 1.2 Background

Since 2008 the Customer has carried out digital testing and examinations. In this work the Customer has digitalized major portions of the development, administration and follow-up processes, as well as all management of examinations and tests. This digitalization has particularly led to major gains for our users in the management area. The systems for management have been renewed in recent years. For a description of the existing processes, see Attachment 4: Description of today's process for tests and examinations. Examples of content can be found in Attachment 5: Links to relevant tests and examinations

The systems used to develop and administer examinations and tests have undergone major changes since they were launched in the 2007-2009 period. However, they are based on different and in part aging technologies. This makes change processes difficult, for example when new functionality is needed. The Customer has therefore decided to carry out a competitive dialogue in order to procure a new system for the development, administration and follow up of tests and examinations.

The system must meet functional requirements for developing, administering, assessing and analysis of examinations and tests. The purpose of introducing a new system is to provide

- a fairer assessment of the pupils because everyone will have equal opportunities to participate
- digitalized tests and examinations  
greater security in the system and greater security relating to the administration of examinations and tests

See mapping of needs in Attachment 2: The needs for tests and examinations and Attachment 3: The background for a new system for tests and examinations.

The new system is to be integrated with the Customer's management systems.

On an annual basis the Customer has a throughput of around 1 000 000 tests and examinations. Approximately 300 000 of these are examinations. It is expected that this

number will increase to at least 1 500 000 after all tests and examinations have been fully digitalized.

## **2 The procurement**

### **2.1 Public announcement**

This procurement was announced in Merccell on 23 November 2018, and was made available in Doffin (the national database for public procurements) on 29 November 2018 and the TED database (Tenders Electronic Daily) on 30 November 2018.

The Directorate has invited three suppliers of test and examination systems to take part in the dialogue process on a new test and examination system in Norway. These are:

- Inspera AS, based in Oslo, Norway
- Open Assessment Technologies S.A., based in Luxemburg, Luxemburg
- Uniwise ApS, based in Aarhus, Denmark

The new system shall be based on existing software with as few adaptations as possible.

In this document, all suppliers applying to take part in the dialogue are referred to as “applicant”, whilst the suppliers who are selected to participate in the dialogue are referred to as “Bidder”. “Contractor” is the term that will be used for the supplier awarded the contract. Hereinafter the Norwegian Directorate for Education and Training is referred to as the “Customer”.

Below we will refer to tender/tenderer as “bid” and “bidder”, and what is stated about them also applies to “application” and “applicant”.

### **2.2 Duration and options**

The Customer will enter into an agreement with a duration of four – 4 – years. The Customer will have the option of prolonging the contract period for two – 2 – years at a time. If the Customer wishes to use the contract extension option, the contractor must be notified at the latest six – 6 – months in advance.

The Customer reserves the right to increase the number of annual throughput of examinations and tests beyond the expected amount of at least 1 500 000 annual throughputs.

The Customer reserves the option of extending the agreement to apply to tests carried out by other public agencies.

### **2.3 Communication and information**

The Customer's contact person is Øyvind Barkald Aas.

All communication in this process must take place via Merccell and will be logged. The Customer will publish all questions and answers publicly in Merccell. Questions will be made anonymous.

### **2.4 Assistance on using Merccell**

If the applicant or bidder needs assistance in learning how to use the Merccell portal, send an email to: support@merccell.com telephone: 00 47 21 01 88 60.

## **2.5 Language**

The application and, all documents in connection with the application, must be submitted in Norwegian or in English. The same applies to written communication regarding the application.

The dialogue will be conducted in Norwegian or in English. All slides and material will be in in Norwegian or in English.

The bid and, all documents in connection with the bid, must be submitted in Norwegian or in English. The same applies to written communication regarding the bid.

The contracts with all its attachments, see Attachment 1, will be in English.

## **2.6 Electronic signature**

When communicating, submitting the application and submitting the bid the bidder will be asked for an electronic signature to confirm the identity of the bidder. An electronic signature can be obtained from [www.commfides.com](http://www.commfides.com), [www.buypass.no](http://www.buypass.no) or [www.bankid.no](http://www.bankid.no).

It may take some days to obtain an electronic signature. This should therefore be arranged at an early stage in the process.

## **2.7 Pay and working conditions requirements**

The contract will include requirements referring to pay and working conditions, documentation and sanctions in accordance with the Regulation on pay and working conditions dated 8 February 2008 no. 112.

## **2.8 Reservations and deviations**

Any reservations or deviations must be clearly stated in applications and bids. These must be clearly and unambiguously phrased so that they can be assessed without the Customer needing to contact the bidder.

Reservations where the calculation of costs is not possible could lead to the bid being considered incomplete, and it may then be rejected.

## **2.9 Remuneration for participation in the dialogue**

The applicants chosen to participate in the dialogue will be paid NOK 50 000 per dialogue round they participate in. Bidders taking part in all the dialogues will be paid a total of NOK 150 000. This is intended to cover some of the expenses bidders will incur from taking part in the competitive dialogues process. This remuneration will be paid after completion of the dialogue phase, see the progress plan.

## **2.10 Public disclosure and confidentiality**

The Freedom of Information Act (Offentleglova, 19. mai 2006) and the Public Administration Act (Forvaltningsloven, 10. februar 1967) regulates the public access to public procurement documents. The Customer and its employees are obliged to prevent others from gaining access to or knowledge about, among others, technical devices and procedures, as well as operational or business matters that are deemed important to keep confidential for competitive reasons, cf. FOA section 7-4, cf. Public Administration Act section 13 and the Freedom of Information Act section 13.

On request, the bidder must submit a version of the bid in which business secrets are redacted (blacked out). The bidder will independently of this assess whether the information may be exempted from public disclosure in the event of a petition to access the information.

### **2.11 Confidentiality and handling of personal information**

All information the applicant gains knowledge of through the application and in the preparation of the bid must be treated as confidential.

An applicant may not make public comments relating to this process without first obtaining written consent from the Customer.

Personal information dealt with in Mercell can only be used in the work with the competition processes. The Customer is the controller of personal information and Mercell is the data processor, see the Personal Data Act.

In consideration of the GDPR (General Data Protection Regulations) we request that applicants and bidders only include personal information that is necessary for the completion of this procurement in the application or bid.

### **2.12 Changing and withdrawing bids**

A bid may be changed up to the time limit for bids, cf. section 2.16, by accessing the Mercell portal, opening one's bid, making changes and re-submitting it. The last submitted bid is regarded as the final one. A bid may also be withdrawn through the Mercell portal up to the time limit for bids, cf. section 2.16.

### **2.13 Awarding contract**

After awarding contract, each bidder will receive a written notification. The notification will include grounds for the choice of bid.

The contracting authority will not enter into contract before the expiration of the waiting period. The waiting period will consist of at least ten working days. The waiting period will commence at the day after the written notification is given.

### **2.14 Cancellation**

The Customer may cancel the competition or dismiss all bids if there is a justifiable reason for this. Such justifiable reason may be, but is not limited to, political decisions and changes in budget decisions etc.

### **2.15 Procedure**

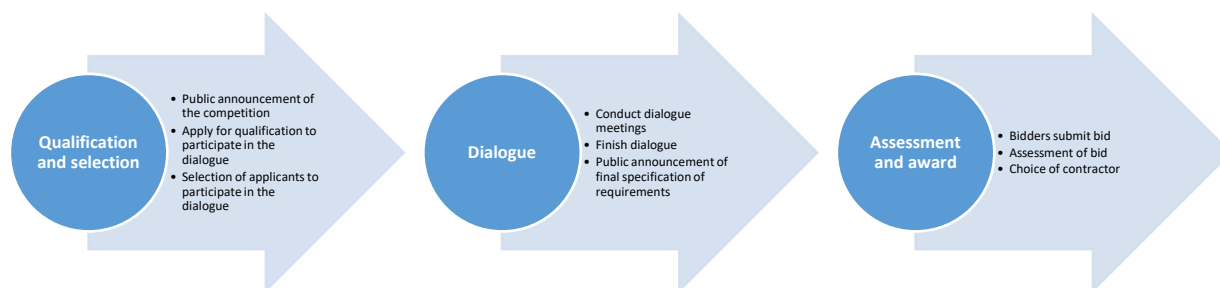
The procurement will be implemented in accordance with the Public Procurement Act dated 17 June 2016 (Norw. Lov om offentlige anskaffelser, "LOA") and the Public Procurement Regulation (Norw. Forskrift om offentlige anskaffelser, "FOA") dated 12. August 2016 Part I and Part III. The procurement will be arranged in accordance with the competitive dialogue procedure, cf. FOA section 13-2.

In a competitive dialogue, the Customer may stipulate a lowest or highest number of suppliers that can be selected to offer tenders, cf. section 16-12 of the FOA. The Customer will choose up to four –4– of the best qualified applicants to participate in the dialogue.

The Customer reserves the right to reduce the number of bidders through the dialogue. Such a reduction will be undertaken according to the contract award criteria.

## 2.16 Execution and time schedule

The figure below is a schematic presentation of the process in the competitive dialogue.



### Stage 1: Qualification and selection

In the first stage of the process, the potential suppliers apply to participate in the dialogue. Applicants meeting the qualification requirements are given the opportunity to submit an application to participate in the dialogue. The Customer will assess the applications and invite not more than the four – 4 – best qualified applicants to take part in the dialogue. Only these applicants will be allowed to submit a bid for the assignment after the dialogue phase.

Tentative progress plan stage 1:

Date/week	Activity
23 November 2018	Competitive dialogue is announced publicly in Merzell.
19 December 2018	The time limit for submitting questions to be answered before the time limit for applications.
7 January 2019	Time limit for applications The time limit for receipt of application to participate. An application must have been submitted in Merzell at the latest 12.00 Standard European Time. Applications received after the time limit has expired, will be automatically rejected.
1 February 2019	Selection of applicants to participate in the dialogue is announced.

### Stage 2: Dialogue

Stage 2 of the procurement commences immediately after an agreement on participation in the dialogue has been reached. This means that the bidder must ensure that the people who

are to take part in the dialogue rounds are able to attend during the stipulated periods of time. If this is impossible, it must be stated in the application.

Tentative progress plan stage 2:

Date/week	Activity
11, 12, 13, 14, 15 18, 19, 20, 21 and or 22 February 2019	Dialogue meetings with each of the invited bidders. A proposal with specified times is sent with the invitation to the dialogue. We ask the bidders to state which days are appropriate in the response to the dialogue invitation.
Week 12–13 2019	Dialogue round 2
Week 18–19 2019	Dialogue round 3
17 June 2019	Publishing of final tender specification.

Stage 3: Assessment of bids

In stage 3 the bidders prepare and submit their final bids. The Customer then assesses these bids. The contract will be awarded pursuant to the award criteria. This stage is completed with the signing of a contract with the bidder who is to deliver the system.

Bidders taking part in the dialogue may choose not to submit a bid.

Tentative progress plan stage 3 (assessment of bid):

Date/week	Activity
2 September 2019	Time limit for bids Time limit for submission via Merzell at the latest 12.00 (noon) Central European Summer Time. Bids received after the time limit has expired, will be automatically rejected.
2 –27 September 2019	The Customer assesses the bids.
27 September 2019	Decision on awarding the contract.
28 September–12 October 2019	Waiting period before entering into contract (norw. "karensperiode").
15 October 2019	Entering into the contract with the chosen bidder.

The bid must be delivered to the Customer within the stipulated time limit (submitted via Merzell). Bids received later then this will be automatically rejected.

### **3 Qualification and selection**

To have the application to participate in the competition dialogue assessed, the bidder must fill in the ESPD (European Single Procurement Document) in Mercell.

#### **3.1 Application**

All applications must be submitted electronically via Mercell, [www.mercell.no](http://www.mercell.no), within the time limit for applications.

There are two parts to the application: documentation of qualification requirements and the dialogue application. The application must include attachments with the documentation requested in the selection criteria.

#### **3.2 The European Single Procurement Document (ESPD)**

As preliminary documentation of complying with the qualification requirements, and to show that no grounds for rejection are present, the bidder must fill in the ESPD form in Mercell.

The Customer may at any time in the competition request the bidder to submit all or parts of the documentation evidence if this is required to ensure that the competition is being carried out correctly.

#### **3.3 National grounds for rejection**

##### **3.3.1 General**

The Norwegian procurement rules go further than what follows from the grounds for rejection given in the EU directive relating to public procurements and in the standard ESPD form. It is therefore stated explicitly that in this competition the grounds for rejection in FOA section 24-2 also applies, including purely national grounds for rejection.

The following grounds for rejection in FOA section 24-2 are purely national grounds for rejection:

FOA section 24-2(2). This provision states that the contracting authority shall reject a bidder when it is known that the bidder has been convicted of a criminal offence or has accepted a penalty notice for the indicated punishable offences. The requirement that the principal must reject bidders who have accepted a penalty notice for the indicated punishable offences is a special Norwegian requirement.

FOA section 24-2(3) (i). The ground for rejection in the ESPD form only applies to severe errors in the performance of a profession, while the Norwegian ground for rejection also includes other serious errors that may raise doubts about the bidder's professional integrity.

##### **3.3.2 Total declaration on all the qualification requirements in the ESPD form**

In this competition the bidders can provide a comprehensive declaration in the ESPD form that they meet all the qualification requirements that are present in the tender specifications. This is done in Part IV section (a) of the ESPD form.



### 3.4 Qualification criteria

ID	Requirements for bidder	Requirements for documentation
01	Necessity of being up to date with payment of taxes, employer's contribution and value-added tax.	Norwegian companies: Tax certificate, not older than six months (applies to Norwegian bidders). Foreign companies: Tax certificate or similar from the country where the bidder is established, not older than six months.
02	The applicant must have the economic and financial capacity in order to implement the contract.	Norwegian companies: The last annual accounts, annual report and auditor's report submitted to the Brønnøysund Register Centre and recent information that has relevance for the enterprise accounts. Submission of the annual accounts of the enterprise or extracts from it.  Foreign companies: Such companies must submit their most recent annual accounts, annual report and auditor's report.
03	The applicant must be a legally established business.	Norwegian companies: Certificate from the Register of Business Enterprises. Foreign companies: Confirmation that the company is registered in a register of business enterprises, professional register or trade register in the country where the bidder is established.
04	The supplier must have the capacity and competence to be able to carry out the assignment.	Brief description of the supplier's capacity and competence.
05	The applicant must have sufficient experience with works of a similar nature and complexity.	Brief description of reference projects with a volume of more than 10 000 tests/examinations in the 2017 calendar year.

If the bidder has an objective reason for not producing the documentation requested by the Customer, he may document his economic and financial capacity by submitting any other document the Customer deems to be suitable for the purpose.

The bidders invited by the Customer to take part in the dialogue must document that they meet the qualification requirements before the dialogue starts.

### 3.5 Selection criteria

Selection of applicants will be based on the application to participate in the dialogue and documentation of the items requested in the table below.

The three qualified applicants with the highest total score on the criteria below will be selected for participation in the dialogue phase.

Criteria	Documentation	Total points possible
Competence and capacity	<p>Give a total description of the applicant's competence and capacity. This may comprise personnel the applicant has at his disposal, whether or not they belong to the enterprise. The Customer requires an overview, not CVs for individual employees.</p> <p>The description must not be longer than maximum three A4 pages.</p>	<p>0–20 points</p> <p>Points will be awarded based on a comprehensive assessment of capacity and competence in:</p> <ul style="list-style-type: none"> <li>• System development and IT management</li> <li>• Project implementation</li> <li>• Support</li> <li>• Incident management</li> <li>• Assessment and psychometrics</li> <li>• The primary and secondary education sector</li> </ul>
Reference assignments	<p>Describe relevant reference assignments. The description must include documentation of how digital examination and/or test solutions were used for:</p> <ul style="list-style-type: none"> <li>• Development and quality assurance of tasks</li> <li>• Administration of tests and/or examinations</li> <li>• Assessment of results from tests and/or examinations</li> </ul> <p>Integration with management systems</p> <p>The description must not be longer than maximum five A4 pages.</p>	<p>0–30 points</p> <p>Points will be awarded based on a comprehensive assessment of the description's relevance for:</p> <ul style="list-style-type: none"> <li>• The description of the assignment in this tender specification, especially the introduction chapter.</li> <li>• Attachment 2: The needs for tests and examinations</li> <li>• Attachment 3: The background for a new system for tests and examinations</li> </ul>
Volume	<p>Describe the number of tests and/or examinations carried out in the 2017 calendar year as stated under qualification requirement 05.</p> <p>The description must not be longer than maximum one A4 page.</p>	<p>0–10 points</p> <p>Points will be awarded based on the total volume in 2017.</p> <p>High stake tests/examinations will be given emphasis.</p>

### **3.6 Deviations from the tender documents in the application**

Applications with significant deviations from the tender specifications with attachments will be rejected pursuant to FOA section 24-8(1) b. Such a rejection will exclude any opportunity to submit a bid in the tender round after the dialogue phase has been concluded.

Any applications which only apply to part of the procurement assignment will be rejected.

Please note that the bidders may not include in the tenders or otherwise invoke any limitations based on standard terms from their sub-contractors beyond what is permitted pursuant to SSA-T section 5.1 and SSA-V section 2.2.5. Reservations contrary to this will be considered to be a significant deviation in accordance with the above.

## PART 2 - The dialogue

### 4 Dialogue

All the bidders will at the same time and in due course before the agreement is signed be notified of the Customer's decision of who will be asked to take part in the further dialogue.

When it comes to the dialogue phase, three rounds of dialogues are planned. We reserve the right to add additional rounds if found necessary.

The purpose of the dialogue is to discuss different solutions which satisfies the Customer's needs. Through this process the Customer will specify requirements that will be used as the basis for the competition. These requirements will be based on mapped needs and solutions discussed in the dialogue. Through the dialogue the bidders will obtain a better understanding of how the Customer works with tests and examinations.

The dialogue phase is described in the table below. <b>Dialogue</b>	<b>Goals for each dialogue round</b>
1	Presentation of the Customer, and the Norwegian test and examination system, including needs for tests and examinations and a review of the process of developing examinations and tests.  The bidder must present his application to participate in the dialogue, present the company and its digital examination and test system.
2	Review of functionality for development, administration and follow-up of tests and examinations. Prior to the dialogue the bidder will be asked to enter data the Customer has prepared. The bidder must present these data and review them in the dialogue. Representatives of the Customer must be allowed to test development, administration and follow-up of tests and examinations in the system.
3	Review of technical aspects of the system.  We will also review any questions, which have come to light after the previous dialogues, and discuss remaining issues such as contractual and economical aspects of the procurement.  It is requested that the bidder attend with technical competence to this dialogue round.

The agenda for the dialogues will be issued prior to each dialogue round.

The dialogue phase is concluded by the Customer issuing the final tender specifications. The specification of requirements will be based on needs described in the tender specifications with attachments and matters discussed in the dialogue.

## PART 3 - The award criteria and contract documents

### 5 Assessment and award

#### 5.1 General

Section 5 is only relevant to bidders who have taken part in the dialogue phase and have been selected to submit a bid.

#### 5.2 Specification of requirements

In the requirements to this tender, we ask for a system for development, administration, assessment and analysis of tests and examinations. Further we ask for the configuration, integration and implementation of this system, and a contractor that will operate, support and further develop the system together with the Customer.

The configuration, integration and some implementation of the system will be regulated by the SSA-T agreement and will be covered by the hourly rates. The operation, support and **further development** of the product is regulated by the SSA-V agreement and will be covered in the fee rates. Demand for on-site personnel and development of functionality that will not be part of the Contractor's standard product will be covered by hourly rates.

In the requirements and contract documents, instructions and information regarding the construction of the bid is shown as text in brackets and will not be part of the final contracts.

Price is documented in a separate price attachment, supplied in attachment 7. This attachment forms input for both the SSA-T Appendix 7 and the SSA-V Appendix 7.

The requirements are categorized using the following categories:

	Category	Description
O	Obligatory	All obligatory requirements must be satisfied. If requirements with this classification are not satisfied, the proposal can be rejected.
H	High importance	High importance. It is very important that the requirement is satisfied.
M	Medium importance	It is important that the requirement is satisfied.
L	Low importance	The requirement is desirable, but it is less important that the requirement is satisfied.

Within the requirements the use of the word "must" indicates something that is more important than descriptions using the word "should".

#### 5.2.1 Requirements to the system and implementation of the system

The requirements for the product and implementation of the system are described in Appendixes in the attached SSA-T agreement.

All requirements have a description (e.g. a user story) and relevance's to the needs. All this creates the correct understanding of the requirement and will be taken into consideration when evaluating the bidder's solution description.

## **5.2.2 Requirements to operations and maintenance of the system**

The requirements for operations and maintenance of the system is described in Appendixes in the attached SSA-V agreement.

## **5.3 Submission of bid**

All bids must be submitted electronically in one single document via Mercell, [www.mercell.no](http://www.mercell.no), within the time limit for bids.

The period where the bid remains binding will be 180 days from the final deadline date.

Bidders who are not Mercell users, or who have questions relating to the functionality of this tool can contact Mercell Support on telephone 00 47 21 01 88 60 or by e-mail to: [support@mercell.com](mailto:support@mercell.com)

## **5.4 The content of the bid**

The description of the content of the bid is final.

The bid must be submitted as a single document. It must be dated and signed by a representative of the bidder. Any reservations about or remarks on the agreement draft must be included here.

The bid must include:

- Tender letter, dated and signed by the person(s) authorised to bind the bidder. Any reservations or deviations, cf. 2.8, shall be included in the tender letter.
- Table of contents with page numbers
- Complete description of quality in use and product quality (section 5.4.1)
- Complete description of ability to deliver (section 5.4.2)
- Complete filled in Price attachment (section 5.4.3)
- Redacted version of the Bid (section 5.5)

The bid must include all prerequisites for the Customer's contributions to the Contractors deliveries.

### **5.4.1 Complete description of quality in use and product quality**

The requested information is directly based on the requirements found on the Customer's documentation space. A pdf of this space is found as attachment to SSA-T, Appendix 1.

**The Bidder must describe how the required functionality is covered in the existing product.** If there are requirements not covered in the product it must be stated clearly how the Bidder will meet the requirement within the proposed milestone dates.

The description of the solution must consist of one part per requirement as below (ID 1–42).

The milestones are described in SSA-T Appendix 4. All functionality described is considered to be in place by the defined milestone dates unless stated otherwise.

ID	Description	Category (cf. 5.2)	Milestone
1	<b>Introduction</b> The bidder should give a brief overall description of the proposed system.	L	N/A
2	<b>F01: Develop task</b> It should be clear in the description how the proposed system caters for both experienced and inexperienced test writers.	H	MS4
3	<b>F02: Manage tasks</b>	M	MS4
4	<b>F03: Quality assure task</b>	M	MS4
5	<b>F04: Administer pilot of task</b>	M	MS4
6	<b>F05: Create test</b>	H	MS4
7	<b>F06: Create version of test</b>	M	MS6
8	<b>F07: Approve test/ examination</b>	M	MS6
9	<b>F08: Connect test to event</b>	M	MS6
10	<b>F09: Manage test writers</b>	M	MS4
11	<b>F10: Student prepare for test</b>	M	MS6
12	<b>F11: Pupil sit test</b>	H	MS6
13	<b>F12: Pupil sit reading test</b>	H	MS6
14	<b>F13: Student sit examination</b>	H	MS9
15	<b>F14: Restricted mode</b>	M	MS9
16	<b>F15: Monitoring of test</b>	M	MS6
17	<b>F16: Invigilate examination</b>	M	MS9
18	<b>F17: Supervision of test event</b>	L	MS9
19	<b>F18: Manual marking</b>	M	MS11
20	<b>F19: Comment on scoring</b>	L	MS11
21	<b>F20: Analysis</b>	M	MS11
22	<b>F21: Grading</b>	H	MS9

23	F22: Create assessment criteria/ matrix	L	MS11
24	F23: Review of result	M	MS11
25	F24: Manage data	L	MS11
26	IF01: Avoid unnecessary steps	H	MS6
27	IF02: Time behaviour	M	MS4
28	IF03: Simultaneous users	H	MS11
29	IF04: Integration with other systems The Customer's current technical platform is described in Appendix 3.	H	MS4, MS6, MS9
30	IF05: User interface	H	MS6
31	IF06: Supported devices	M	MS6
32	IF07: Accessibility	H	MS6
33	IF07.1: Accessibility regulation	O	MS11
34	IF08: User experience	M	MS6
35	IF09: Error messages	L	MS6
36	IF10: Recoverability	H	MS6
37	IF11: Availability	H	MS4
38	IF12: Access to data The contractor must agree to the regulations for processing of personal data in SSA-T Appendix 11.	O	MS4
39	IF13: Location of data	O	MS4
40	IF14: Transportation of data	O	MS4
41	IF15: Test environments	L	MS4
42	IF16: Documentation	L	MS11



#### 5.4.2 Complete description of ability to deliver

The description of the ability to deliver must consist of one part per requirement as below (ID 43–50).

ID	Description	Requirements	Category (cf. 5.2)
43	<p><b>Project and progress plan</b></p> <p>The bidder must describe a general project and progress plan for the implementation of the deliverables based on the milestone plan in SSA-T, Appendix 4.</p>	SSA-T, Appendix 4	H
44	<p><b>Description of the proposed method and approach for the project</b></p> <p>The bidder must describe the proposed method and approach for the implementation project.</p>	SSA-T, Appendix 4	M
45	<p><b>Description of the implementation team</b></p> <p>The bidder must describe the proposed team for implementation of the system.</p> <p>All personnel must be categorized into project manager, expert consultant, senior consultant or junior consultant. Descriptions must include team role, name, resumé and FTE.</p>	SSA-T, Appendix 4	H
46	<p><b>Test strategy</b></p> <p>The bidder should describe the proposed test strategy.</p>	SSA-T, Appendix 5	L
47	<p><b>Training</b></p> <p>The bidder must describe how to meet the Customer’s needs for training with recommended methods and learning tools for the different user groups listed in the table in SSA-T, Appendix 4. The bidder should also describe the conditions and requirements of the Customer’s contribution, as well as how the service is intended to be implemented.</p>	SSA-T, Appendix 4	L
48	<p><b>Description of the proposed method and approach for the operations, maintenance and development</b></p> <p>The bidder must describe the proposed method and approach for the operations, maintenance and development of the system, based on the requirements in SSA-V, Appendix 1.</p>	SSA-V, Appendix 1	H

49	<p><b>Description of the organization for operations, maintenance and development of the system</b></p> <p>Based on the proposed method and the requirements for operations and change management (SSA-V, Appendix 1), the bidder must describe the organization for operations, maintenance and development of the system.</p> <p>Descriptions must include team role, name, resumé and FTE.</p>	SSA-V, Appendix 1	H
50	<p><b>Description of support organization</b></p> <p>Based on the requirements for support and incident management described in SSA-V, Appendix 1 and Appendix 5, the bidder must describe the support organization of the bidder. Descriptions must include team role, name and resumé.</p>	SSA-V, Appendix 1  SSA-V, Appendix 5	M

#### 5.4.3 Complete description of price

ID	Description	Requirements
51	<p><b>Price attachment</b></p> <p>Complete the price attachment, attached to this tender specification.</p>	SSA-T Appendix 7 SSA-V Appendix 7

#### 5.5 Redacted version of the bid

The bidder may only redact (black out) the sections of the bid that include information under the duty of confidentiality, for example business secrets such as hourly price/hourly rate, subtotals in the budget and proprietary models/methods. Information about personal matters such as ethnicity and health shall also be redacted.

#### 5.6 Award criteria

Description of the award criteria:

Award criteria	Documentation requirements	Per cent weighted
Quality in use and product quality	<p>Solution description based on the Customer's final specification of needs and requirements:</p> <ul style="list-style-type: none"> <li>Complete description of quality in use and product quality (section 5.4.1)</li> </ul>	50 % (+/- 5 %).

Bidder's ability to deliver	Description of capacity based on the Customer's final specification of needs and requirements: <ul style="list-style-type: none"> <li>• Complete description of ability to deliver (section 5.4.2)</li> </ul>	35 % (+/- 5 %).
Price	<ul style="list-style-type: none"> <li>• Completely filled-in price attachment (section 5.4.3)</li> </ul>	15 % (+/- 5 %).

## 5.7 Assessment method

The contract will be awarded to the bidder with the bid offering the best price-quality ratio according to the assessment criteria and weight in section 5.6.

## 6 Contract documents and attachments

### 6.1 General

The agreement will constitute of the following documents:

- SSA-T Main agreement, including appendix 1 through 11 and including all attachments
- SSA-V Main agreement, including appendix 1 through 11 and including all attachments

The SSA-T agreement will govern the requirement to the system and the implementation of the system.

The SSA-V agreement will govern the operation and maintenance of the system.

The contractors bid will become Appendix 2 to both agreements.

The agreement will be regulated through the state authority's standard agreement for on-going service procurement. This can be found as Attachment 1 to tender specifications.

### 6.1 Attachments to the tender specifications

Attachment 1:

- SSA-T Main agreement
- SSA-T Appendixes and attachments
- SSA-V Main Agreement
- SSA-V Appendixes and attachments

Attachment 2: The needs for tests and examinations

Attachment 3: The background for a new system for tests and examinations

Attachment 4: Description of today's process for tests and examinations

Attachment 5: Links to relevant tests and examinations

Attachment 6: Template for price attachment