

NORDUnet Learning Management System (LMS) Framework Procurement : Invite to tender

Date of Issue: 09-09-2016
Dissemination Level: Public
Owner: NORDUnet A/S

Table of Contents

Foreword	3	
1	Introduction	4
2	Outline of the Requirement	5
2.1	Nature of the Framework Agreements	5
2.2	Solution Requirements	6
2.2.1	Services	6
2.2.2	Professional Services	6
2.2.3	Interoperability	6
2.2.4	Network	6
2.2.5	Commercial	7
2.2.6	Legal	7
3	Indicative Procurement Process	7
4	Shortlisting for Competitive Dialogue	10
4.1	Purpose of the ESPD and ITSOP Evaluation Processes	10
4.2	Responding to the ESPD and ITSOP	10
4.2.1	Return of the ESPD and ITSOP Response	10
4.3	Bidder Briefing Session	11
4.4	Clarification	13
4.5	Evaluation of the ESPD Responses	13
4.5.1	Summary and Shortlisting	13
5	Record Retention	13
	Annex A: ESPD form	14
	Annex B: Information about organizations participating in the tender	15
Glossary	16	

List of Tables

Table 3.1: Procurement process timetable

9

Foreword

All costs for developing proposals and all other costs and expenses associated with the dialogue process and resulting negotiations are the exclusive responsibility of the Bidder.

Information provided in response to this prequalification questionnaire (PQQ) may be shared with any National Research and Education Network (NREN) listed in the Official Journal of the European Union (OJEU) Notice (Ref. No. 2016-116380) and/or their professional advisors. The information will be held in confidence and used solely for the purpose of this procurement and for awarding any resultant framework agreements.

The term “Bidder” will be used to describe economic operators who respond to this Invite.

1 Introduction

NORDUnet is a joint collaboration by the five Nordic National Research and Education Networks in Denmark (DeIC), Finland (CSC/FUNET), Iceland (RHnet), Norway (UNINETT) and Sweden (SUNET) and operates a world-class Nordic and International network and eInfrastructure services for the Nordic research and educational community.

This document form part of the procurement for a Learning Management System (LMS), as advertised in the Official Journal of the European Union (OJEU) 2016-116380.

It is anticipated that this procurement will result in the award of one or more framework agreement subject to Bidders meeting any minimum requirement thresholds. NORDUnet and NRENs will then be able to call down directly from the framework in accordance with the terms set out in that framework. NORDUnet is not obligated to award any framework agreement as a result of this procurement.

This procurement for a Learning Management System will be managed according to the competitive dialogue procedure, as specified by the 2014/24/EU Procurement Directive. This document is an integral part of the competitive dialogue procurement announced by NORDUnet in the Supplement to the Official Journal of the European Union.

A team comprised of representatives from NRENs and NORDUnet will conduct the procurement process as the Procurement Team (PT); further detail on the future stages of the procurement process is contained in part 3 of this document.

Part 2 of this document is the Initial Information Note about the scope of requirements to be included within this procurement for all NRENs.

Part 3 and 4 provide indicative guidance on the subsequent stages of the procurement process and shortlisting process respectively.

Part 5 provides a short statement on record retention.

The ESPD as described in Annex A: ESPD form

2 Outline of the Requirement

This part of the document is to help potential Bidders decide whether to express an interest in the proposed contract and is referred to as the “Initial Information Note”. The procurement will be undertaken using the competitive dialogue procedure under the Procurement Directive.

Background

This procurement is designed to enable NORDUnet and the Nordic NRENs to purchase a Learning Management system that is either a cloud based SaaS or an on premise installation that has the capability to be multi-tenant, to allow the Nordic NRENs to resell the service to their connected and member organisations.

The Learning Management System should be standardised, modular and flexible. It should have an API for integration with other systems and have support for Single Sign-on Systems.

Each NREN is responsible for its own operations and the support models required to manage services vary by country, depending upon local capabilities.

Potentially, all the NRENs associated with NORDUnet may elect to use the framework agreement, either directly as listed below, or via NORDUnet.

The NREN’s participating directly in this tender that can make a direct call off towards the framework, include:

DeiC the Danish e-Infrastructure Cooperation

Company registration number (DK CVR number): 30060946.

Company VAT number: 30 06 09 46

SUNET - the Swedish University Computer Network

Company registration number: 202100-5208

VAT-number: SE202100520801

Further information about the participating Nordic Research and Education Network organisations can be found in Annex B.

2.1 Nature of the Framework Agreements

NORDUnet expects to award a maximum of three framework agreements each with a potential term of up to Six years from frame contract signature. The agreement will be awarded for four years initially, with the option of two discrete 12-month extensions. Any extension beyond the initial period will be subject to a performance, technical and price review.

LMS Procurement

The framework contract(s) will be awarded to the most economically advantageous bid(s).

The call of contracts resulting from the framework agreement may exceed the framework itself.

2.2 Solution Requirements

2.2.1 Services

The requirements in this part must be considered representative of the type of service required by all the NRENs referred to in Point 2 above.

- A modular and flexible LMS service.
- Provided as a cloud service, or dedicated multi-tenant.
- Data hosted in a location covered by the EU data directive
- Support multiple pedagogic methodologies
- An HTML based, Intuitive user interface for Students, Teachers and administrative purposes, that supports multiple languages.
- Support for mobile devices.
- Support for digital exams and assessments, with i.e. support for the use of safe exam browser.

2.2.2 Professional Services

- The Bidder must have a helpdesk for reporting problems
- The Bidder must monitor the service and provide statistics regarding the service availability and performance
- The Bidder must provide utilisations statistics and detailed billing information, for each contracting NREN.

2.2.3 Interoperability

- The solution must be able to integrate with external systems, using a well-defined API.
- The solution must support externalised Authentication and Authorisation.

2.2.4 Network

- In case of a SaaS solution the Bidder should be willing to engage either in direct network interconnects or e.g. settlement free peering at a IX (Internet Exchange point).

2.2.5 Commercial

- The commercial proposal should recognise the potential economies of scales for purchases by Nordic NRENS through the frameworks on behalf of their customers. The framework should have a fair balance of risk.

2.2.6 Legal

- All data stored and transferred by the service shall remain the legal property of the customer and the provider shall not assert any rights over any data uploaded to the service.
- All data uploaded by a user to the service shall (subject to customer managed access control restrictions) upon request be made available to that user or a duly designated representative of that user. This provision shall be honoured by the service for a period of 6 months beyond any termination of contract.
- The provider shall comply with the national data protection and privacy laws in each contracting NREN country and be willing to sign any agreement necessary to comply with such.

3 Indicative Procurement Process

A three-stage procurement process is being used in accordance with the competitive dialogue procedure, as defined in the Procurement Directive article 29.

Stage One comprises the prequalification documents ESPD and ITSOP, which will be used to identify and select suitable Bidders to proceed to the dialogue Stage.

Stage Two will consist of selection of Bidders to participate in the Dialogue stage and the Dialogue stage itself. Bidders not selected for the Dialogue stage will receive a decline letter. Bidders selected will receive an Invitation to Participate in Dialogue (ITPD).

Stage Three will be the final bid, due diligence and contract production process. An ITSFB will be issued and after evaluation of responses to the final ITSFB, one or more Bidders, will potentially be awarded a framework contract, subject to any clarifications being satisfactorily resolved. This will include ensuring previously submitted answers are still correct.

A timetable of the procurement process is outlined in Table 3.1 below. NORDUnet reserves the right to alter the timetable at any time. To assist with planning, the dialogue sessions will be scheduled in alphabetical order of Bidder name.

LMS Procurement

To aid planning, it is proposed that all dialogue sessions will be face to face, and held in NORDUnet's offices in Stockholm, Sweden.

NORDUnet Stockholm office address:

Tulegatan 11, 2tr
11353 STOCKHOLM
Sweden

Where a Bidder qualify to participate in dialogue sessions a NORDUnet contact that can assist with hotel bookings at discounted rates and other logistic issues will be made available to you.

Stage	Event	Date	Number of Bidders
One	OJEU Notice published	9 September 2016	∞
	ESPD and ITSOP forms published	12:00 GMT 9 September 2016	
Two	Videoconference briefing for all bidders	12:00 GMT 23 September 2016	5
	ESPD and ITSOP response deadline	12:00 GMT 14 October 2016	
	Decline letters and ITPD notice issued	24 October 2016	
	Videoconference briefing for Bidders invited to participate in dialogue	26 October 2016	
	Dialogue – 1 - 3 days per Bidder	31 October – 11 November 2016	
Three	ITSFB issued	5 December 2016	5
	ITSFB response deadline	12:00 GMT 13 January 2017	
	Contract Award	27 January 2017	

Table 3.1: Procurement process timetable

Economic operators wishing to be shortlisted for participation in the dialogue and subsequent invitation to submit final bids should complete the ESPD and ITSOP documents in accordance with the instructions set out in Part 4 *Shortlisting for Competitive Dialogue*

4 Shortlisting for Competitive Dialogue

4.1 Purpose of the ESPD and ITSOP Evaluation Processes

NORDUnet invites economic operators to respond to the Official Journal of the European Union (OJEU) Notice by answering the questions set out in the ESPD Annex A to this document and submit an ITSOP Response.

The purpose of the pre-qualification and the ESPD and ITSOP evaluation processes is to assess the Responses and select Bidders to proceed to Stage Two of the procurement process, competitive dialogue.

Each Response will be checked for completeness and compliance with the requirements. NORDUnet reserves the right, at its absolute discretion, to reject any incomplete or non-compliant responses, which may prevent the Bidder from further participation in this procurement.

NORDUnet reserves the right at any stage of the procurement process, to exclude an Bidder, if it becomes aware of any omission or misrepresentation in the Bidder's ESPD Response.

NORDUnet reserves the right to seek independent third-party advice and assistance to validate information submitted by Bidders or to assist in the evaluation process.

NORDUnet reserves the right to conduct site visits, hold interviews and request presentations at any time during this procurement process.

Please note: To ensure sufficient variation in the proposed solutions NORDUnet reserves the right to pre-qualify only one provider of each bespoke solution to participate in the dialogue.

4.2 Responding to the ESPD and ITSOP

4.2.1 Return of the ESPD and ITSOP Response

As an initial step all Bidders should express an interest by sending an email to tender@nordu.net with the subject "NORDUnet LMS tender 2016" in the Subject field.

The email must contain the following;

- Bidder Company Name

LMS Procurement

- Contact person, email and telephone number

In return NORDUnet will provide each Bidder access to a secure folder where the requested documents can be uploaded.

In order to be considered for shortlisting, each Bidder must provide the information requested in the ESPD. The ESPD must be submitted to the supplied folder either as a PDF or as .xml. A scanned copy of the document will also be accepted.

Regarding the ITSOP please refer to the ITSOP itself and the instruction in Vol. 1.

4.3 Bidder Briefing Session

NORDUnet will conduct one single briefing session for all Bidders as a web conference at 12:00–13:00 GMT on 23rd September 2016. A recording of the briefing will be made available.

The purpose of the briefing session is for NORDUnet to explain the dialogue process and to check that each Bidder understands the overall procurement process. The agenda for the briefing session will be as follows:

- Introductions
- Presentation from NORDUnet
- Q&A session.

Dial-in details are as follows:

NORDUnet web conferencing meeting facility

Join from PC, Mac, Linux, iOS or Android: <https://nordunet.zoom.us/j/8804330816>

Or iPhone one-tap (US Toll): 16465588656,8804330816# or
14086380968,8804330816#

Or Telephone:

Dial: +1 646 558 8656 (US Toll) or +1 408 638 0968 (US Toll) +358 800 102 188
(Finland Toll Free)

Meeting ID: 880 433 0816

International numbers available:
https://nordunet.zoom.us/join?m=s4B8oYHq_xJHPPIoB-nK123DPme5Ano6

LMS Procurement

Or a H.323/SIP room system:

H.323: 109.105.112.236 Meeting ID: 880 433 0816

SIP: 8804330816@109.105.112.236

Please test to login before the actual meeting to rule out any issues. The conference room will be available for testing 08:00-12:00 GMT on 23rd September 2016.

For connectivity issues or other technical support during testing or the briefing meeting please contact:

Jørgen Qvist

Email: qvist@nordu.net

Mobile phone: +45-31621400

4.4 Clarification

NORDUnet will at this stage not enter into detailed discussions on the requirements of this procurement with individual Bidders.

Bidders may ask clarification questions up to five calendar days before the Response submission deadline. These should be submitted via email to tender@nordu.net with the subject "NORDUnet LMS tender 2016" in the Subject field.

If NORDUnet considers any question or request for clarification to be of material significance, both the query and the response will be communicated, in a suitably anonymous form, in a separate clarification document, which will be available to all Bidders at <https://portal.nordu.net/display/NORDUtender/NORDUnet+2016+tender+for+Learning+Management+Systems>

4.5 Evaluation of the ESPD Responses

4.5.1 Summary and Shortlisting

This process of shortlisting will involve the evaluation of both the ESPD and ITSOP responses. Please note that only Bidders that have been shortlisted based on their ESPD response will have their ITSOP response evaluated.

5 Record Retention

By submitting a response to this ITT, an Bidder accepts that NORDUnet will keep a copy of the response and all other documentation and correspondence received from the Bidder relating to this procurement for until 2026. NORDUnet will keep this information in order to maintain the records required for audit purposes. At the end of the ten-year period, NORDUnet will destroy any information that it holds relating to this procurement.

Annex A: ESPD form

Please use the ESPD .xml available for download and the ESPD online tool
<https://ec.europa.eu/growth/tools-databases/espd/welcome>

or use the pdf available for download to provide your response.

Annex B: Information about organizations participating in the tender

DeIC – Danish e-Infrastructure Cooperation

Company registration number (DK CVR number): 30060946.

Danish e-Infrastructure Cooperation was formed on April 19 2012 as a merger between Forskningsnettet (the Danish Research Network) and Danish Center for Scientific Computing (DCSC).

The purpose of DeIC is to support Denmark as an e-Science nation through delivery of e-infrastructures (computing, storage and network) to research and research based teaching. DeIC is established under the Ministry of Research, Innovation and Higher Education by Act 70 of April 19 2012. Organizationally, DeIC belongs to the Danish Agency for Science, Technology and Innovation and is not an independent legal entity.

DeIC is a virtual organisation, which means that all employees are employed in other organisations, currently at the Danish Technical University, at the Danish Agency for Culture, at UNI-C and to some extend at Aarhus University, Aalborg University, University of Southern Denmark and University of Copenhagen.

SUNET - the Swedish University Computer Network

Company registration number: 202100-5208

SUNET started in the 1980s as a research project for Swedish computer scientists. Today the aim for SUNET is to provide the Swedish research and higher education community with access to world class national and international data communication and related services. SUNET is dedicated to support the needs of the research and education communities within Sweden. Apart from offering high-capacity computer networks, SUNET also hosts a wide variety of different services for connected organizations.

SUNET is mainly financed by contributions from the participating organisations, but do also receive direct government funding.

The Swedish Research Council (Sw. "Vetenskapsrådet") is administratively responsible for SUNET. The Swedish Research Council is an authority inside the Department of Education and Culture, and is the largest Swedish funding agency for basic research at Swedish universities, colleges and institutes. The services of SUNET are government funded and connected organizations are charged for services.

SUNET supports several high-demand eScience projects; SUNET is a vital part of the Swedish Research Infrastructure.

Glossary

API	Application Programming Interface
ESPD	European Single Procurement Document
FTE	Full-Time Equivalent
ITPD	Invitation to Participate in Dialogue
ITSFB	Invitation to Submit Final Bid
ITSOP	Invitation to Submit Outline proposal
LMS	Learning Management System
NREN	National Research and Education Network
OJEU	Official Journal of the European Union
PQQ	Prequalification Questionnaire
PT	Procurement Team
R&E	Research and Education
TCO	Total Cost of Ownership
VAT	Value Added Tax