

No.	Question	Refers to...	UNINETT's answer
1	What is the duration of the framework contract ? Two different duration periods are mentioned (2 + 1+1 or 3 +1+1+1 years)	Tender regulations, section 1.2.3.; SSA-R Framework Agreement, section 1.3.	SSA-R, section 1.3 is amended under Appendix 6. This is the preferred way to amend the general terms of the Contract.  Appendix 4 reads: "THE AGREEMENT, CLAUSE 1.3 DURATION AND TERMINATION – EXTENSION OPTIONS The Framework Agreement shall apply from the date stipulated on the first page of the agreement (effective date) and for a term of three (3) years. The Customer shall have the right to extend the Framework Agreement by a further one (1) year at a time, up to three (3) times."
2	What is the maximum duration of an Operational Services Agreement under the Framework Agreement?	SSA-R Framework agreement, section 1.3.; SSA-D Operational Services agreement, section 4.1.	The Operational Service Agreement contracts under the framework agreement will have a duration as specified in the contract document, i.e. until they are terminated by either party. Principals will have the possibility of extending these contracts one year at a time. Principals also have the right to extend these contracts until a new tender process has been carried out and essential functionality for the Principals is available and tested from the new Contract(s).
3	When will the contractor be required to have all services included in the mandatory and desired requirements established?	SSA-D, Appendix 1	Mandatory requirements shall be available for acceptance testing, the date for which will be defined in Appendix 4 of the Operational Services Agreement (SSA-D). Desired requirements delivery dates will be subject to negotiations
4	Are requirements indexed under "descriptions" to be understood as requirements?	SSA-D, Appendix 1	They are desirable requirements, and the description is to clarify whether and to which extent the offered solution complies. With regards to the Customer's preferences, the short text prefacing each section contain information regarding this.
5	If a requirement requires further development on the contractor's solution, what is the contractor expected to provide under "description": Description of existing functionality/services (to-date) or description of planned functionality/services?	SSA-D, Appendix 1	Current/exisiting functionality is of primary interest. If futher development is planned and preferably committed to roadmap and dates, this should be stated
6	If the contractor describes planned rather than existing functionality under a requirement, how will this requirement be evaluated on the award criteria "technical and functional solution" ?	SSA-D, Appendix 2	All things being equal, existing functionality is preferred to planned development
7	If the contractor describes planned functionality under a requirement, how will this requirement be evaluated during the usability test of the tender negotiation phase?	SSA-D, Appendix 2; Tender regulations, section 8.1.	The functionality itself will be evaluated as part of "technical and funtional solution". In "Usability", it is the user friendliness / ease-of-use and the ability to perform tasks in an efficient and intuitive way that will be considered under this criterion.
8	How will evaluation of the offered solution on the award criteria "Usability" be carried out through usability test? Is there e.g. a test plan with preassigned criteria/scores per test result/per requirement?	Tender regulations, section 8.1.	The bidder will be supplied with a set of scenarios that is to be performed during a systems demonstration during the first phase of the negotiations. It is the overall compliance and value to the customer that will be reflected in the score given on this criterion. There are no specified sub-criteria that will be scored individually, there is only the total evaluation with the corresponding score.
9	Are prices for support services to be included in the annual service fee in SSA-D Appendix 7, and if not, where is the contractors supposed to specify support services prices?	SSA-D, Appendix 7, sheet 2.; SSA-D, Appendix 5.	Yes, the service fee should include support as requested in the list of requirements and contract document as well as the Bidder's response and descriptions given in the offer.
10	The contractor's support services as described in SSA-D, Appendix 5 are required to be available as a minimum during the system availability period (Monday - Saturday 7:00-21:00.). In general support services outside of normal working hours are much more costly than support services during normal working hours. Please confirm that the Contractor's support services should be available Monday-Saturday, 7:00-21:00)	SSA-D, Appendix 5	In the initial offer, the Bidder shall base his offer on support being available during the entire system availability period. Secondary working hours (07-08, 16-21) applies only to Monday-Friday. There is no secondary working hours period Saturday.
11	Are the contractor's response times for incident management as listed in appendix 5, proposed as valid for the system availability period (Monday-Saturday, 7:00-21:00)?	SSA-D, appendix 5.	In the initial offer, the Bidder shall base his offer on incident management being available during the entire system availability period. Secondary working hours (07-08, 16-21) applies only to Monday-Friday. There is no secondary working hours period Saturday.
12	Please confirm that the response times for support services listed in appendix 5 are to be valid throughout the entire system availability period (Monday-Saturday, 7:00-21:00).	SSA-D, Appendix 5	In the initial offer, the Bidder shall base his offer on support being available during the entire system availability period.

13	Please specify the criteria "good enough" pertaining to the approval of the contractor's documentation	SSA-D, Appendix 1, section 3.3.	As stated in section 3.3, documentation quality should be good enough to enable local superusers to handle first-line support at their institution.
14	Is the contractor expected to price integration to each system listed in SSA-D, appendix 7? The required integrations are described "high-level". Will there be any possibility for dialogue and further clarification on the required integrations during the tender process which will enable the contractor to perform a more precise estimation?	SSA-D, Appendix 7, sheet 2; SSA-D, Appendix 1 requirements 67-72	Yes, there will be the possibility to discuss and clarify the requirements with regards to integrations during negotiations.
15	How is the contractor expected to price integration to an existing system that is not specified (e.g. Plagiarism detection service)	SSA-D, section 3.1.2.; SSA-D, Appendix 7, sheet 2	The Customer expects that such integrations will be based on the LTI-standard. We prefer standardized APIs for integration, so that there is limited need for individual adapting to particular systems. Integrations will be a subject of the negotiations.
16	The framework agreement can be interpreted as carrying some bias toward one single and overall provider of digital assessment solutions in the future, i.e. the preferred supplier. Which provisions does the framework contract include to ensure that the framework contract with 3-5 suppliers will be actively used for all contract partners .	SSA-R, Appendix 2; Tender regulations.	There is no guarantee that customers will be distributed uniformly between the suppliers. As you say, the preferred supplier is expected to receive the largest uptake. To reduce the economic risk to the individual supplier, the price model may be adjusted to allow for different levels of total volume of all rightsholders under the framework agreement.
17	The framework contract does not seem to specify clearly the grounds on which a principal institution can select to conduct a mini-competition and not select the preferred contractor? Are there formal or legal requirements that a principal must adhere to, or can they simply choose whether to conduct mini-competitions.	SSA-R, Appendix 2.; Tender regulations.	The appendix "framework for mini competitions" should explain this to some extent. We will endeavour to supplement and clarify this.
18	"It is the Principal's intent to use the latest stable version of the assessment solution. This contract gives the Principal the right to use all available functionality in the offered solution, and if new functionality becomes available, this should be made available to the Principal as part of this contract and be included in the service fees as detailed in Appendix 7."  How is this to be interpreted when:  1)The contractor delivers paid bespoke development for a customer who is not part of this contract where this customer owns the IPR for this specific feature?  2)The contractor develops functionality based on a 3rd party product where there is a license fee based on usage to the provider of the 3rd party product?  3)The contractor develops standalone modules that differs substantially from what is described in the requirements for this tender?	SSA-D, Appendix 1: Principal requirements specification	1) Custom modules where another customer holds the sole IPR is not considered part of the standard delivery, as the Contractor would be prevented from offering this due to his not owning the IPR.  2) 3rd party licensing models vary, and any payable costs to 3rd parties that the Contractor may incur, will be subject to negotiations between the parties in the separate instances.  3) Software modules that fit within the digital assesment process, from preparation, carrying out, evaluating and handling complaints, is part of the standard delivery. This excludes functionality for timetabling and scheduling, plagiarism control and archiving, and LMS7ELS.
19	When entering a price per institution per year, this amount is not reflected in the calculated total sum in tab 2. Is this intentional or is something missing in the spreadsheet?	SSA-D, Appendix 7 pricing	There was a missing reference in the formulas. This has now been updated and the updated spreadsheet is submitted to all invited bidders.
20	An online solution is generally not compliant with requirement 16. Can you elaborate on the requirement and how internet, WiFi and local networks should work with regards to this requirement.  Could you elaborate on the requirement and how it is expected that the suppliers of online solutions shall be able to prevent access to the Internet, WI-FI and local networks.	SSA-D, Appendix 1: Principal requirements specification, requirement 16	This requirerment pertains to assessment sessions where the examinee is to have no or limited additional material and help available. This is one of the most common types of assessment i higher education in Norway. A typical solution to this requirement is the use of a "lock down browser" as the assessment client, where the client have a "access list" of allowed network resources. Thus, if the offered solution supports such browsers as the Safe Exam Browser (sourceforge.net/projects/seb), the Buyer considers the solution compliant with this requirement.  The supplier's solutions for preventing examinees from accessing other information sources will be part of the system demonstration during the negotiation phase.
21	Should archiving be supported for examination questions or answers/exams or both?	SSA-D, Appendix 1: Principal requirements specification, requirement 27	Which components of an digital assessment that's classified for archiving may differ between assessment sessions. The examination questions, the final grades, request for explanation and the explanations, all material regarding complaints and the result of the complaint are material that can be classified for archiving.

22	Which third party applications is this requirement referring to? Third party systems that the Assessment Solution uses / depends upon, or others?	SSA-D, Appendix 1: Principal requirements specification, requirement 28	This question is about third party applications integrated into the assessment solution. Applications like lock down browsers, text editors, code editors, drawing tools, compilers etc.
23	If requirement 48 pertains to functionality, should requirement 43 then apply only to technical monitoring (on different levels)? Could you elaborate on requirement 43, especially with regards to the meaning of "These 'views' must be available at different access levels and distributable to many clients at the same time"?	SSA-D, Appendix 1: Principal requirements specification, requirements 43,48	Requirement 43 is about technical monitoring of the assessment solution. When the digital assessment solution goes into full production, there will be multiple concurrent assessment sessions running at the same assessment site. The technical support staff and the proctors should only have to deal with the monitoring data from their assessment session. The proctors and the technical staff should have different views for this monitoring. The local assessment office should have the complete monitoring view for all the assessment sessions. Requirement 48 is about workflow monitoring, how many assessment session are under development, which sessions are ready to be populated with examinees, how many are in the grading phase etc.
24	We interpret § 4.1 in the 1 Tender regulations document that we need consent from UNINETT AS, as the other Party/Issuer of the documents, to expose the tender information sent us to third parties, whom we will involve as subject experts in the process of raising the offer.	1 Tender regulations.docx, 4.1 Confidentiality	There is no need for UNINETT's consent before involving third parties in this process. The tender documents may be distributed to all third parties that the Supplier wishes to involve in his tender.
25	Is this the correct interpretation? If so, we hereby ask for such consent in writing. Except for for the signed Tender letter (Annex B) in paper original, all other documents must be in electronic form.  - We assume that the Annex A also must be in a signed by hand paper original, since it has the same field for signing as Annex B?	1 Tender regulations.docx, section 5.2	We do not require that Annex A (template in Tender Regulations) be delivered on paper. A scanned version will be sufficient. The tender letter (Annex B), however, must be delivered in paper form.
26	In 5.2.1, it says that documents should be in .doc/.docx or .xls/xlsx format.  - Does this mean that all electronic documents must be in these formats, or can they be in pdf-format?	1 Tender regulations.docx, section 5.2	We will also allow .pdf-format for documents, but prefer .docx for easier editing. The document "Contract (SSA-D_digital_assessment.docx) with appendices - and the Price Sheet (SSA-D_Appendix_7_annex_Price.xlsx) must be in docx / xlsx format.
27	SSA-D is a document template that can be edited and as such be used to fill in responses to all requests and demands.  - Used as a template without any modification other than inserting text, graphics, tables, pictures and pdf-images - which can be done in a docx-document, is this then the only accepted response document format?	SSA-D, Appendix 1: Principal requirements specification	The document "Contract (SSA-D_digital_assessment.docx) with appendices - and the Price Sheet (SSA-D_Appendix_7_annex_Price.xlsx) must be in docx / xlsx format. If any information is to be included that is not supported within the docx/xlsx formats, this information should be included separately in the appropriate file format. We would like to note, however, that the Buyer reserves the right not to consider this information as part of our evaluation.
28	What is the difference between requirement 7 and 8. Both requirements seem to address the same question and functionality. Please explain the difference and elaborate on what is supposed to be targeted in requirement 7 and in requirement 8.	SSA-D, Appendix 1: Principal requirements specification, requirements 7, 8	Requirement 7 refers to a user's ability to access the offered solution through regular web browsers, regardless of which operating system or browser he/she uses.  Requirement 8 refers to users with disabilities ("universal access")
29	Please elaborate on the requirement. In what way is the requirement of "dealing" with multiple exams in a distributed environment supposed to be understood? Is it the possibility to support exams in a client side distributed environment? And when referring to common password for all exam in a location - is it to be understood as a shared password on different exams but in a shared location.	SSA-D, Appendix 1: Principal requirements specification, requirement 24	The requirement refers to proctors' ability to monitor several concurrent / parallell exams in a single facility/room, using the same user account / password to manage all exams in the room.
30	Please elaborate on the requirement. Is this requirement meant only for candidates' access to submitted exam papers and exams scores on multiple choice exams or for all types of submitted exam papers (incl. essay assignments) and exam scores on all possible exam types?	SSA-D, Appendix 1: Principal requirements specification, requirement 64	The requirement refers to the system's ability to restrict access to a student's submitted exam papers, all types of exams, either for a period of time or permanently. Such functionality must be available for testing in the acceptance tests. Possible ways of accomplishing this may be subject for negotiations in the further process.
31	Please specify or elaborate on this requirement. What is meant by troubleshooting situations, and what is the extent of the Contractor's responsibility as to this requirement? The formulation of the requirement communicates that any troubleshooting situation (whatever this might be for the Principal - e.g. local fire, network breakdown etc. are to be the responsibility of the Contractor.	SSA-D, Appendix 1: Principal requirements specification, requirement 72	A troubleshooting process will involve pinpointing the cause of errors, whether they are caused by lost network connectivity, errors in the software including third-party modules, or any other incident which affects the solution's functionality and/or availability. In the case of a local fire or similar incidents, the cause of errors is obvious, and in such instances there will be no need for assistance from the Contractor.