

SUNET Tender for a survey and course evaluation service

Procurement Protocol

Table of Contents

SUNET Tender for a survey and course evaluation service	3
Background	3
Scope	3
Procedure.....	3
TED Submission.....	3
Tendering.....	4
<i>Alcom System AB</i>	4
<i>Artisan Global Media</i>	4
<i>Webropol Sverige AB</i>	4
<i>Interresearch - Defgo.se</i>	4
Evaluation of tenders	5
Financial.....	5
<i>Pricing</i>	5
<i>Scoring</i>	5
Technical.....	5
Final point score and evaluation.....	6
Conclusion and recommendation	6

SUNET Tender for a survey and course evaluation service

Background

SUNET (the Swedish University Computer Network) 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.

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. As such a Body Governed by Public law the Swedish Act (2007:1091) on Public Procurement applies on SUNET.

Scope

The scope of this procedure is to purchase a survey and course evaluation service, for the Swedish research and higher education community. The service is to be made available to both the employees of the community as well as students. The potential number of users exceeds 600.000.

Procedure

The procedure chosen for this procurement is the Open procedure in accordance with Chapter 4, Section 1 of the Swedish Act (2007:1091) on Public Procurement ("LOU").

TED Submission

Form published on TED Reference

Official title : SE-Stockholm: Provider services

No_Doc_Ext Number : 2012-085988

Submission date : 21/06/2012 10:45

Tendering

The following companies replied:

- Alcom System AB
- Artisan Global Media
- Webropol Sverige AB
- Interresearch - Defgo.se

Alcom System AB

EvaSys is developed and supplied to Alcom System AB by Electric Paper. The company was founded 1996 with the goal to develop software for automated handling of digital documents. Today Electric Paper has a wide portfolio of software solutions, and EvaSys is part of the branch called EFM (Enterprise Feedback Management). Electric Paper's headquarters are located in Lüneburg, northern Germany. There are also branches in London, Zürich and Budapest, and resellers all around the globe. EvaSys is currently running on more than 750 installations.

Artisan Global Media

Artisan Global Media is an IT company with experience in working with clients in the manufacturing, education and public sectors. They currently have more than 20 employees at their two offices in Växjö and Oskarshamn.

The company was founded in 1995 and ever since then their focus has been web-based IT solutions. Today their main work is on the Artologik series which consists of a range of products that have been developed in-house. They also carry out projects with web technology as a basis. In addition to this they offer web and ASP hosting services.

Webropol Sverige AB

Webropol is a Nordic software company offering an online solution for conducting surveys, gathering data, managing feedback, reporting and analysing data.

Last year, with the help of Webropol, 30 000 users in 2000 client organisations conducted surveys and gathered information in 17 languages exceeding a total of 5 million responses.

While its primary market is Europe, Webropol also holds clients Asia, North America, Oceania and Africa.

Interresearch - Defgo.se

Offering a survey solution defgo.net provides insights into the opinions of key stakeholders creating a solid foundation for improving management, service and marketing. They are a team of dedicated people with knowledge within their field of business as well as insight into their user's needs and wants.

Evaluation of tenders

The incoming replies from above tenderers were evaluated as below.

Financial

Pricing

<i>Number of User account Range</i>	<i>Cost per user account in €/month Alcom System AB</i>	<i>Cost per user account in €/month Artisan Global Media</i>	<i>Cost per user account in €/month Webropol Sverige AB</i>	<i>Cost per user account in €/month Interresearch - Defgo.se</i>
0-50.000	0,10	0,04	20	0,12
50.001 – 100.000	0,09	0,03	5,9	0,10
100.001 – 200.000	0,085	0,03	5,3	0,09
200.001 – 400.000	0,08	0	4,7	0,07
400.001 – and above	0,07	0	4,1	0,06

Scoring

<i>Ranking</i>	<i>Company</i>	<i>Score</i>	<i>Points (normalized)</i>
1	Artisan	1	40
2	Alcom	5	8
3	Interresearch	5,5	7,9
4	Webropol	444	0,1

Technical

Company	Technical			Comments
	Shall	Should	Should	
		Score	Points (normalized)	
Alcom	Ok	48	60	All Shall and Should requirements fulfilled.
Artisan	Ok	48	60	All Shall and Should requirements fulfilled.
Webropol	Ok	43	56	All Shall requirements fulfilled. Should requirements 2.7, 2.13, 3.3 and 4.12 are considered not fulfilled.
Interresearch	Fail	48	60	After clarifying the reply, Shall requirement 5.1 is considered not fulfilled. All Should requirements fulfilled.

Final point score and evaluation

Artisan has the best score on both the Financial and Technical evaluation, and therefore has the overall best score.

- 1) It shall be noted that Interresearch is regarded as failing to meet a mandatory shall requirement with regards to point 5.1.
- 2) It shall be noted that Alcom did not include all cost in the formal reply form regarding the financial score, but that the correct numbers were provided in a separate form

Company	Financial Points	Technical		Total Points
		Shall	Should Points	
Artisan	40	Ok	60	100
Alcom	8	Ok	60	68
Interresearch	7,9	Fail	60	67,9
Webropol	0,1	Ok	56	56,1

Conclusion and recommendation

A total of 4 replies were received on the contract notice invite to tender.

With reference to above it is therefore recommended by the evaluation committee that SUNET initiate contract proceedings with Artisan Global Media.

On behalf of the evaluation committee.

San Diego (CA), August 31, 2012

.....

Jørgen Qvist,
NORDUnet CNOO

.....

Börje Josefsson
SUNET CEO/CTO