



Request for information (RFI) – Generative AI-assistant

We are seeking a generative AI-assistant that can be integrated with DFØ's Microsoft 365 applications to enhance employee/user productivity. The assistant should be capable of autonomously or semi-autonomously performing tasks such as summarizing emails, generating document drafts, preparing presentations, analysing data in Excel, and improving collaboration. Additionally, it should assist in finding relevant information on company servers quickly and accurately.

In today's dynamic and competitive environment, it is critical for organisations to leverage technology to optimise processes and increase productivity. Our organisation recognises the potential of generative AI technology, both assistants and agents, to add value by automating routine tasks, improving decision-making and quality, and fostering creativity.

We note that this RFI is on behalf of The Norwegian Agency for Public and Financial Management (DFØ), an entity in the Norwegian public sector with around 900 employees.

The RFI intentionally contains very few free-text fields and is structured as follows:

- Information about your company
- Scope of services
- Information Security and Data Protection
- Commercials
- Procurement

The market dialogue starts immediately. Participation will be accepted on a rolling basis. An announcement of a procurement procedure, if any, will not take place until after the deadline for this RFI which is April 14th, 2025, at 13:00 CEST.

The information you provide to DFØ will be processed in accordance with applicable Norwegian laws regarding both confidentiality and GDPR. The RFI process and potential following announcements are governed by the Norwegian law and regulation on Public Procurement (which complies with the EU Directive on public procurement).

Please note: We only record responses submitted through SurveyXact.



Information about your company

1. State the following
 - Name
 - Title/Role
 - Email
 - Phone number
 - The name of your company
 - Business registration number
 - Country in which your company is headquartered
 - Number of employees in your company globally
2. Do you have operations/employees in Norway?
 - Yes
 - No
3. Do you have operations/employees in the European Union/European Economic Area?
 - Yes
 - No
4. Please provide estimated yearly turnover for your company for the last available full year (if possible)
5. Is your holding company privately held or listed on a stock exchange?
 - Private
 - Listed
6. For how many years has the company been in operation?
 - 1-3 years
 - 3-10 years
 - 10 and more
7. Are you interested in further dialogue/meetings (digital or otherwise. If yes, please double check that the email/phone number you provided above is correct)
 - Yes
 - No

Scope of services

Scope

The AI-assistant should address the following core functionalities:

User experience

- The AI assistant should be capable of generating drafts and ideas for further work.
- Prompting should be conducted within the relevant application or in an equally efficient manner.

Integrations

- The desired AI assistant should be compatible with the following systems and applications: Microsoft 365, Azure AI and Azure Machine Learning Studio.
- The AI assistant should integrate with apps like Word, Excel, PowerPoint, Outlook, and Teams, making it easy to use the assistant across different workflows.

Access Control

- Access Control via the existing solution (Entra ID) or Equivalent
- Efficient and secure authentication, such as Multi-Factor Authentication (MFA).



- Respects existing access controls, security policies, and permissions in the current solution (Microsoft 365).
- Data accessed by the AI assistant is limited to what the user is authorised to access in the existing solution (Microsoft SharePoint).

Data Processing

- Data Processing in Compliance with GDPR, for example, using data centres within the EU/EEA.
- Data processed by the AI assistant should be encrypted during in transit and at rest.
- The AI assistant should access user data only within the framework of the user's activities.
- User data should not be collected by the AI assistant, and should not be used for training core language models or for any other purpose than explicitly instructed by DFØ.
- The AI assistant should have built-in mechanisms to block harmful content (“guardrails”) and detect protected material, for example, protection against prompt injections (jailbreak attacks).

Additional considerations

- Language support: English and Norwegian
- Different data formats
- Multimodal capabilities
- LLM options
- Customer support and/or training

1. Please select the features/capabilities your solution offers (yes/No/Other)

- Graphical user interface (GUI)
- Prompt engineering
- Support integration with Microsoft 365, Azure AI and Azure Machine Learning Studio
- Support integration with applications such as Word, Excel, PowerPoint, Outlook, and Teams
- Access control via Entra ID or equivalent
- Supports existing access controls, security policies and permissions within the organization
- Data collected is not used to train core language models
- Does not use customer data for other purposes outside the customers organization without permission
- Data Encryption
- Customer specific data access
- Mechanisms to block harmful content and protected material
- English language support
- Norwegian language support
- Can handle multiple data formats
- Multimodal capabilities
- Supports several LLM options
- Offer customer support



- Offer customer training

Information Security and Data Protection

2. Please select the certifications/audit reports your company holds
 - ISO/IEC 27001:2022
 - ISO/IEC 27002:2022
 - SOC1
 - SOC2 Type 2
 - FedRAMP (USA)
 - C5 (Germany)
 - Other relevant certifications
3. To which extent does your company operate according to the NIST Cyber Security Framework 2.0?
 - Full
 - Some
 - Little
 - None
4. Does your service/tool offer multi-factor authentication (MFA)?
 - Yes
 - No
5. Select the location of your primary data center used to provide your services
 - Norway
 - EU/EEA
 - USA
 - Optional
 - Other
6. How is your primary data center operated?
 - Self-operated/hosted
 - Amazon Web Services (AWS)
 - Google Cloud Platform (GCP)
 - Microsoft Azure
 - Oracle Cloud Infrastructure (OCI)
 - Other cloud service provider
 - N/A
7. Under which contract is personally identifiable information (PII) protected in Norway/EEA/EU?
 - Your company's own data processing agreement (DPA)
 - The EU Commission's Standard Contractual Clauses (2021, Art. 28)
 - Other/or combinations of the above
8. Which role do you have when processing PII?
 - Controller
 - Processor
 - Both
9. Are you transferring or processing PII outside the EU/EEA? If so, how do you ensure that the “essentially equivalent standards and protections” is provided as required by GDPR?



- EU-USA Data Privacy Framework¹ (2023)
 - EU Commission Standard Contractual Clauses (SCC 2021, Art 46)
 - Binding Corporate Rules (BCRs, Art 47)
 - We do not process PII outside the EU/EEA
 - Other
10. If you are using SCC (2021, Art 46) for transfers out of the EU/EEA (international transfers) which modules are in use? Select all modules in use
- Module 1: Controller – Controller
 - Module 2: Controller – Processor
 - Module 3: Processor – Processor
 - Module 4: Processor – Controller
11. Is your system in compliance with the Open Source AI definition (OSAID): [The Open Source AI Definition – 1.0 – Open Source Initiative](#)
- Yes
 - Partially
 - No
12. Is training data and / or information about such data publicly available?
13. Is the services offered in compliance with future AI regulation requirements, e.g. AI Act (EU regulation 2024/1689)
- Yes
 - Partially
 - No
14. Which level are your offered services classified as under the AI Act (EU regulation 2024/1689)
- Unacceptable risk
 - High risk
 - Limited risk
 - Minimal risk

Commercials

15. Do you sell directly or through resellers/channel partners or similar, to the public sector?
- Freemium-like model with no/little sales involvement
 - Directly through inside sales or similar
 - Resellers or transactional
 - Channel partners/Co-sell or similar
 - Field sales or other type of engagement models
 - Combinations/flexible/several options
16. If applicable, which resellers/channel partners do you use for the Norwegian market? (text)
17. Is your product/service/tool easy to operate or do you recommend implementation partners or supporting partners/managed services?
- Yes, the product/service/tool is easy to operate
 - No, we recommend implementation partners or supporting partners/managed services

¹ EU-USA DFP ([link](#))



18. How will a government agreement/contract be of benefit to you?
 - Opening/managing a new market/new segment
 - Reducing risk and facilitating uptake/customers
 - Government reference customer
19. Select your licensing models
 - Perpetual licensing
 - Subscription Enterprise
 - Subscription User-based
 - Volume based/Assets scanned/Other metric
 - Offer several alternatives/flexible/several options
 - Free tiers
 - Pay-as-you-go
 - Open source/free, no other offers
 - Open source/free, paid support or additional features
 - Custom pricing
 - Other/not applicable
20. Do you offer special licensing terms/pricing for public sector centrally managed high-volume framework agreements/contracts?
 - Yes
 - No

Procurement

21. Does your company currently have government entities or public sector entities (globally) as customers?
 - Yes
 - No
22. Is your company compliant with all applicable sanctions, regulations and export/import controls from the UN, the United States of America, the European Union and Norway?
 - Yes
 - No
23. Has your company participated in a procurement in accordance with European Union Procurement Directive 2014/24 previously?
 - Yes
 - No
24. Is your company familiar with the European Single Procurement Document (ESPD)?
 - Yes
 - No
25. In your experience; which type of procurement procedure is to be preferred?
 - Open tender procedure
 - Negotiated procedure
 - Competitive dialogue
 - Other procedure
26. In which order do you consider the following qualification criteria to be most important/relevant? (1 is most relevant and 5 is least relevant) (ranking)
 - Financial standing
 - References from public sector customers



- References from any sector
- Other

27. In which order do you consider the following evaluation/award criteria to be most important/relevant? (1 is most relevant and 5 is least relevant) (ranking)

- Price
- Quality/Functionality/Technical aspects
- Information security/GDPR
- Climate/Environment/Energy Consumption
- Contract risk/Legal terms/Licensing

Other

28. Is there anything else you believe we should be aware of in this process? Please note that the response should not exceed 150 words.