



TENDER INVITATION
IT Services for Cap-Net UNDP

GLOBAL WATER PARTNERSHIP ORGANISATION / Cap-Net UNDP

www.gwp.org

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1. Objective

This call for proposals invites specialised companies, agencies, and organisations to present their offer to provide exclusive support for the management of the **Cap-Net Virtual Campus (based on Open EdX), Panorama dashboards for analytics, and Zoom account**, serving multi-lingual online courses and webinars.

This exclusive support is based on an approximately 4 hours per day dedication, Monday to Friday, or 20 hours per week, on an annual basis no more than 1,000 hours. The proposal should cover a 12-month period with the intention of being renewed on a yearly basis.

1.1 About the Global Water Partnership and Cap-Net UNDP

The Global Water Partnership (GWP) is an international action network created in 1996 to foster the implementation of [integrated water resources management](#). The GWP Network includes government institutions, non-governmental organizations, academic and research institutions, private companies, and public sector service providers.

Our Vision

A water secure world.

Our Mission

To advance governance and management of water resources for sustainable and equitable development.

Our Work

We prioritise opportunities with key global or regional policy frameworks such as:

- Water solutions for the Sustainable Development Goals
- Climate resilience through water
- Transboundary water cooperation

Our Values

Inclusiveness | Openness | Transparency | Accountability | Respect | Gender sensitivity | Solidarity

The GWP Organisation (GWPO) was established as an intergovernmental organisation in Sweden. It is managed by the Executive Secretary who is accountable to the Steering Committee (SC). The SC oversees policy and approves the work programme and budget. The SC and its Chair are appointed by the Sponsoring Partners, comprising the ten founding members of GWPO.

The GWPO Secretariat manages GWP's finances and reports on funding received at the global level. It also helps with the exchange of knowledge and resources and ensures communication and coherence across the Network. The GWPO Secretariat is in Stockholm, Sweden. The Secretariat staff is currently 40 members recruited from all parts of the world. The staff is composed of administrative, operational, scientific, and technical positions.

More information can be found at www.gwp.org.

Cap-Net serves as UNDP global network for capacity development in sustainable water management. The programme supports countries to achieve the 2030 Agenda, the Sustainable Development Goals and related agreements through high quality and diverse capacity development actions. The project is implemented through the [Global Water Partnership](#) Organization (GWPO), an Intergovernmental Organization based in Stockholm, Sweden serving the Global Water Partnership (GWP).

Since 2002, Cap-Net develops knowledge products and delivers capacity development initiatives through an operational structure formed by its [23 affiliated networks](#), reaching over 1,000 members in 120 countries institutions, and by collaborating with over 40 international partners. Through this global network, Cap-Net strengthens local institutions with tailored contents and accessibility of local and international expertise, resulting in increased and sustained impact (signature approach).

A Global hub for online water learning

Since Cap-Net launched the [Virtual Campus](#) in 2014, results have exponentially increased in terms of the number of courses, partners, and topic coverage. Furthermore, the average completion rate was 50%, largely exceeding other benchmarks. With a revamped platform launched in 2020, Cap-Net continues to pave its path towards achieving ‘Water knowledge for All’, as a global hub for online water learning.

The new campus, based on [Open EdX](#), caters instructor-led, self-paced, as well as blended courses, and a modern and effective platform for online learning, including improved analytics for participants performance. Cap-Net’s campus is fully functional in all six UN languages.

2. Instruction to Tenders

2.1 Procurement Procedure

This is a selective competitive procurement procedure. Invited bidders will submit a written tender offer and GWPO will subsequently enter detailed discussions with one or more of the bidders. One supplier only may be awarded the assignment. It is important that all terms and conditions contained in the tender invitation are fully followed.

NOTE: GWPO as an inter-governmental organisation is not bound by the Swedish procurement act. This tender invitation does not obligate GWP to contract for the supply of any products or services.

2.1.1 Confirmation of Tender submission

The bidder is requested to confirm within 15 working days of the date of the tender invitation whether they are going to submit a tender or not. The confirmation is to be sent to procurement@gwp.org. Failure to confirm within this date may disqualify the bidder for consideration of its subsequent tender submission.

2.2 Content of Tender Offers

Bidders should offer services for the complete assignment as defined in the Specification of Requirements. Please note that each requirement in the specification is to be addressed separately, with clear reference to the requirements. For evaluation purposes, the tender offer should follow the same disposition as the Specification of Requirements. The offer will include:

- 1) Description of proposed services: A detailed document describing functions, capabilities and how it responds to the Specification of Requirements. (please see section 3 of document)
- 2) Proposed costs: total costs of services based on 1,000 hours/year and hourly fee for hours exceeding the 1,000 hours/year
- 3) Customer reference: Brief note indicating the name and website of the referenced customer, the use case for the referenced customer, specifics of the service/system

All costs must be included in the tender offer. The costs are to be specified in United States Dollars including specified VAT. The GWPO indicative budget ceiling is **\$27,000 USD**, including VAT.

The bidder is welcome to enclose brochures and other printed information, although the comments in the offer to the tender requirements should be listed as specified without relying on information in enclosures or elsewhere.

Please also take note of the evaluation criteria described below.

2.3 Submission of Tender offers

The tender offer shall be

- ⇒ submitted in English to procurement@gwp.org.
- ⇒ Complete with all relevant company names, address, contact persons and e-mail address, VAT-number (or other relevant tax registration number)
- ⇒ signed by authorised representative of the bidder
- ⇒ considered as confidential.
- ⇒ specifying an e-mail address of the supplier to which potential clarifications may be sent

By submitting a tender, the bidder confirms that the bidder:

- is registered in the professional and trade registers in the country where the supplier is based (certificate may be requested by GWPO).
- has not been convicted of any criminal offence and is, if requested, able to produce an extract from a legal register, or in the absence of such a register, a certificate issued by an authorized legal or administrative authority in the country of origin or in the country where the supplier is based, as means of proof.
- is not in debt with either the tax authority or the enforcement service regarding the payment of any required taxes and/or social security contributions (certificate(s) may be requested by the GWPO where appropriate). VAT-number, if any, should be stated.
- is, if requested, able to present adequate papers proving that they have not been convicted of any crime concerning the exercising of a profession, been the subject of a legal verdict or been found guilty of gross misconduct whilst providing a professional service.
- is not bankrupt or currently the subject of bankruptcy proceeding, compulsory liquidation, compulsory management arrangement or accord. The bidder also confirms that they have not cancelled payments or been made the subject of a trading ban or any other similar arrangement
- does not feature on the list of EU restrictive measures, which is published on the following website: www.sanctionsmap.eu .
- has not been engaged in wrongful conduct such as fraud, corruption, money laundering, child labour, trafficking, etc.

The bidder also confirms that the company has the financial capacity, as well as the technical, quality assurance, research and development capacities and abilities for the assignment/fulfilment of the bidder's contractual obligations

Certificates and other proof as stated above may be requested by the GWPO where appropriate. Note that certificates should only be supplied upon separate request from GWPO. Bidders failing to produce proof if requested by GWPO will be disqualified.

To verify that the exclusion and qualification criteria are fulfilled, GWPO may acquire information from a credit-reporting bureau.

2.3.1 Closing Date for Submission of Tender

Final date for receipt of tenders is **15 October 2021, 23:59 CET**. GWPO may extend the final date for submission of tenders for any reason including requests from invited bidders to do so.

Tender received after the final date of receipt of tenders will be disregarded.

2.3.2 Cost of Tender

Costs for the preparation of tenders will not be reimbursed.

2.3.3 Period of Validity of Tender

The offer outlined in the tender is to be valid for a minimum period of 90 calendar days after the closing date. If necessary, GWPO may ask for the bidder's agreement to an extension of the period of validity (preferably in writing).

2.3.4 Withdrawal of Tender

A bidder may withdraw its tender at any time prior to the closing date if notice of the withdrawal is received by GWPO prior to the closing date. Notice of withdrawal is to be signed by an authorized representative and sent to procurement@gwp.org

2.3.5 Opening of Tenders

GWPO will open the tenders at its office on the day following the closing date. Bidders will not be allowed to participate in the opening of the tenders. The names of the tenders will be kept confidential until the contract with the successful bidder has been signed.

2.3.6 Communications during the procurement procedure

If the bidder has any questions regarding the invitation to tender, please contact GWPO via email procurement@gwp.org. GWPO will respond via email to any request for clarification of the tender invitation that it receives prior to the closing date of the tender.

GWPO's response to all questions (including an explanation of the query but without identifying the source of enquiry) will be sent to all bidders.

2.4 Tender Evaluation

The evaluation of tenders will be carried out in two steps.

2.4.1 Exclusion and Qualification Criteria

GWPO will examine the tenders to determine whether they are complete, the documents have been properly signed, and the requirements have been addressed. A tender may be rejected if the tender is incomplete, not signed or fails to address the requirements or if the tender price exceeds the indicative budget ceiling.

2.4.2 Evaluation Criteria

The second stage consists of an evaluation of the tenders according to the evaluation criteria listed below.

Criteria	Evaluation Criteria	Relative Importance
1	Bidder's understanding of specification of requirements and quality of proposal including replies to how bidder will meet outlined requirements.	20%
2	Bidder's overall experience running and providing support to online courses platforms including overall team expertise.	20%
3	Suitability of profile of dedicated resource who will be main contact person between company and Cap-Net.	15%
4	Total cost of service *	30%
5	Customer references relevant to system requirements**	15%

* Total cost of service includes all one time and recurring charges based on best effort estimate by the bidder. Costs need to indicate hourly rate, taking into account 4 hours per day/ approximately 20 hours/week, on an annual basis no more than 1,000 hours.

** At least two (2) recent customer references need to be provided as follows; a brief description of service, relationship between bidder and customer, and outcomes from the bidder. GWPO may request to directly connect with the referenced customer's personnel to validate. Customer references are considered relevant if they match the following:

- If the service or part of the service delivered to the referenced customer has similar or same specifications as GWPO.
- If the service or part of the service delivered to the referenced customer is in active use or no older than a year since last use.

GWPO may in writing ask any bidder for clarification of any part of its proposal to assist in the examination and evaluation. GWPO may also invite any number of bidders to present or otherwise confirm the services in a product demo, or parts thereof, followed by a question-and-answer session. The presentation will be held in Stockholm, Sweden or by videoconference/internet.

2.4.3 Award of assignment

GWPO will enter detailed discussions with the bidder rated as having submitted the most advantageous bidder to arrive at a contract for the assignment. The draft contract including commercial conditions for the services is attached. If such discussions are unsuccessful, GWPO may invite the second rated bidder for discussions.

By submitting a tender offer the bidder confirms that it accepts the commercial conditions described in the section "Draft Agreement". If a bidder wants to include divergent commercial conditions in a future contract, these should be clearly stated in the tender offer.

Please note that GWPO is not bound to select any of the tender offers submitted.

Specification of Requirements

Professional profile and general requirements

Interested offers should reflect the bidder's current and previous overall experience running and providing support to online courses platforms and other technical capabilities including overall team expertise.

The proposal should also indicate a specific staff person who will act as main contact person between the company and the Cap-Net Secretariat. The specific contact person's skill should be highlighted in the bid document to assess suitability.

Mechanisms for escalation of technical and other requests where the main contact person is not able to resolve should be clearly reflected in the proposal.

Additionally, mechanisms for replacing or covering the suggested contact person, during periods of reduced availability such as vacations or sick leaves, should also be clearly reflected in the proposal.

The bidder's overall experience and proposed dedicated resource should fit the following professional profile and expertise:

- **Languages:** Advanced oral and written skills in English, Spanish, and French (top three Cap-Net online courses languages), being able to manage contents and relationships with a variety of partners, facilitators, and courses participants. Skills in other languages, particularly the UN official languages are also an advantage.
- **Interpersonal and coordination skills:** Advanced interpersonal, communication, and coordination skills, to interact with Cap-Net team members, and partners.
- **Educational skills:** university background and experience in education is an advantage, enabling a learning perspective beyond the technical aspects of the online platform.
- **Support to Cap-Net secretariat and courses task forces:** provide support and participate in calls and e-mails with members of the secretariat and/or courses partners to explore possibilities in EdX in courses design and provide support and guidance to facilitate their involvement as course staff in the platform management.
- **Open EdX Platform:** Advanced knowledge and operational skills. Tasks include creating new courses or new course editions in the campus, manage and edit forms (e.g., participants profile, knowledge baseline, course evaluation), upload modules content, design courses banners (logos), and certificates, manage courses advanced settings (schedule, quizzes & modules setup conditions, course modality, etc.).

- **Interactive contents (H5P features):** Advanced knowledge and operational skills. Tasks include suggesting various interactive features according to the type of course (topic, level of difficulty, type of participant) and content management to enable its operationalization as part of the course and with compatibility with Open EdX.
- **PANORAMA Analytics:** Advanced knowledge and operational skills. Tasks include generating and downloading reports (excel and graphic reports), find specific data related to a given course (e.g., participants countries, or gender balance)
- **MEL Platform:** provide back-up support when needed, once platform is completed and operational, participate in trainings and meetings with provider and team to familiarize with the technology and platform.
- **General Reporting:** Ability to generate reports from the various platforms as may be requested from time to time.
- **Zoom Video Conferencing:** Advanced knowledge and operational skills (including settings, breakout rooms, polls, live streaming, managing recordings, among others). Support preparations and implementation.
- **Web and Live Conferencing Interactive tools:** Advanced knowledge and operational skills (Pollev, Mentimeter, among others). Support preparations and implementation.
- **Video Editing:** basic knowledge (video uploading to Vimeo for the Virtual Courses, caption generation and upload to the Virtual Campus, minor editing -cropping, adding names and positions to speakers).
- **Course participants support:** provide support technical to participants, solving issues related to registrations, passwords, submitting forms, quizzes, certificates, etc.
- **Cap-Net Website (WordPress):** basic editing knowledge (managing the [Online Courses section](#), publishing courses, linking course access links, application forms, etc.).

Draft Agreement

Contract No XXX

GLOBAL WATER PARTNERSHIP ORGANISATION Contract for Consulting Services

Project: *name of the project*

This Contract (hereinafter, together with the appendices attached hereto, called “the Contract”) has been made and entered into by and between:

- A. The Global Water Partnership Organisation, GWPO**, an intergovernmental organisation established in 2002 by an agreement between the Governments of Sweden, Chile, Pakistan, Denmark, the Netherlands Argentina, Hungary and Jordan as well as the World Bank and the World Meteorological Organisation, herein represented by Darío Soto-Abril in his capacity as Executive Secretary (the organisation being hereinafter referred to as “GWPO”).

And

- B. (the Consultant)**, a limited liability company incorporated/a commercial entity, registered under the laws of country. With the company number XXX, herein represented by Name, in his/her capacity as Title.

WHEREAS

- a) GWPO has requested the Consultant to provide consulting services, as further defined below, of a Name of the Project (hereinafter called the “Project”);
- b) the Consultant has represented that it is professionally competent to provide such services;

NOW THEREFORE, the Parties hereto have agreed as follows:

ARTICLE 1 THE SERVICES

1.1 Scope of Services

The Parties hereby agree that the Consultant shall perform the Services and deliver reports as described in the attached Terms of Reference, Appendix A (hereinafter referred to as “the Services”).

1.2 Time Schedule

- 1.1 The Consultant shall commence the Services Date Month Year. The Services shall be completed no later than Date Month Year, with the possibility of extension, subject to availability of funding.

ARTICLE 2 STANDARD CONDITIONS

The attached Standard Conditions for Consulting Services, Appendix B, dated June 25, 2014, form an integral part of this Contract.

Organisation number in Sweden: 902000 – 3845
PO Box 24177
SE-104 51 Stockholm
SWEDEN
Phone: + 46 8 12 13 86 xx
E-mail: @gwp.org

To the Consultant: Full Name
Address
Postal code
Country
Phone: XXX
E-mail: XXX

ARTICLE 8 RENUMERATION

8.1 Currency

The currency of this Contract is USD.

8.2 Fee

The Parties hereby agree that the Consultant is entitled to XXX USD for work performed for the period set out in the Terms of Reference, Appendix A.

The fees include all taxes, VAT and similar charges, vacation pay, social charges, insurance, pension benefits and similar payments.

The Consultant, as the employer of the Personnel, is responsible for withholding any preliminary taxes or social security charges and paying such withheld taxes and charges to the relevant authorities.

8.3 Reimbursable costs

The Consultant is entitled to reimbursement for pre-approved costs as stipulated in GWPO's Standard Conditions for Consulting Services, Appendix B.

8.4 Adjustment of the Fee

The agreed fee is valid during the entire contract period. Adjustments relating to collective pay agreements, cost development, changes in exchange rates or any other cause shall not be made.

8.5 Budget and Ceiling amounts

Budget for the Assignment is included in the Terms of Reference, Appendix A. Except as otherwise agreed by the Parties, the payments under this Contract shall not exceed XXX USD for fees.

ARTICLE 9 INVOICING AND PAYMENT

The Consultant shall send /monthly/ invoices to GWPO, clearly describe the work undertaken, when the Services have been performed (in the form of a tabular timesheet) and the status of the Services (in progress or accepted by GWPO).

Invoices shall meet the requirements of the Standard Conditions for Consulting Services, Appendix B.

Where the Consultant fails to invoice GWPO for Services performed within four months after the month the Services were performed, the Consultant shall forfeit the right to payment for the Services.

All invoices shall be sent to GWPO by e-mail to address: invoices@gwp.org.

Payment will be made by GWPO within 30 days of receipt of the invoice to the following account no:

Account holder:	XXX
Account Number:	XXX
Account/IBAN No:	XXX
SWIFT/BIC /Sort Code:	XXX
Bank:	XXX
Bank address:	XXX

ARTICLE 10 ARBITRATION AND APPLICABLE LAW

Should any dispute or difference, which cannot be settled amicably, arise regarding the meaning and/or interpretation of the provision of this Contract or relating to the rights and obligations of any of the Parties, or their successors in title, such dispute or difference shall be submitted to and determined by arbitration as set forth in Section 9 of the Standard Conditions for Consulting Services, Appendix B.

ARTICLE 11 ENTRY INTO FORCE AND TERMINATION

This Contract shall enter into force upon signature by both Parties/or Date and shall remain in full force until the Services have been performed and all obligations of the Parties have been fulfilled.

Stockholm, Month Year

For and on behalf of the Global Water Partnership Organisation

.....
Darío Soto-Abril
Executive Secretary, Global Water Partnership Organisation

Date and place.....

For and on behalf of the Consultant

.....
Name
Title, Consultant

Appendix A Terms of Reference

Appendix B Standard Conditions for Consulting Services, dated 25 June 2014