



## **TENDER INVITATION**

*Implementation of a revitalised GWP ToolBox – An Action Hub for  
IWRM*

**GLOBAL WATER PARTNERSHIP ORGANISATION**

[www.gwp.org](http://www.gwp.org)

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## Contents

<b>1. Objective.....</b>	<b>2</b>
1.1 About the Global Water Partnership .....	2
<b>2. Instruction to Tenders .....</b>	<b>5</b>
2.1 Procurement Procedure .....	5
2.2 Content of Tender Offers.....	5
2.3 Submission of Tender offers .....	5
2.3.1 Closing Date for Submission of Tender .....	6
2.3.2 Cost of Tender .....	7
2.3.3 Period of Validity of Tender.....	7
2.3.4 Withdrawal of Tender .....	7
2.3.5 Opening of Tenders .....	7
2.3.6 Communications during the procurement procedure .....	7
2.4 Tender Evaluation .....	7
2.4.1 Exclusion and Qualification Criteria .....	7
2.4.2 Evaluation Criteria .....	7
2.4.3 Award of assignment .....	8
<b>Specification of Requirements.....</b>	<b>9</b>
<b>Annex: Draft sitemap of the revitalized GWP ToolBox – An Action Hub for IWRM .....</b>	<b>17</b>

## 1. Objective

GWP is rebuilding its existing online [IWRM ToolBox](#). To support this work, we are inviting offers to construct, host and maintain a new online platform for easily accessible, practical Integrated Water Resources Management (IWRM) knowledge curation and exchange, presented in appealing ways, including the facilitation of interactive connections across an online community.

The assignment is divided into 3 sub-objectives to be addressed in sequence

1. To develop and test a prototype platform among the targeted users (focus group), based on the new concept for the redevelopment of the *GWP ToolBox – An Action Hub for IWRM*
2. To build the new ToolBox platform based on prototype feedback
3. To host and support, and as required maintain and further develop the online platform

The agreement will be split according to the three sub-objectives with the continuation to the next step being dependent on the satisfactory delivery of the preceding one.

### 1.1 About the Global Water Partnership

The Global Water Partnership (GWP) is a multi-stakeholder international action network created in 1996 to foster the implementation of integrated water resources management: the coordinated development and management of water, land, and related resources in order to maximise economic and social welfare without compromising the sustainability of ecosystems and the environment.

The GWP Network is open to all organisations that recognise the principles of integrated water resources management endorsed by the Network. It includes states, government institutions at all levels, non-governmental organisations, academic and research institutions, private companies, and service providers in the public sector. GWP's diverse and inclusive network is a platform for policy dialogue and bottom-up development of action plans and programmes, providing a voice for communities on water management.

GWP comprises 3,000+ partner organisations in over 180 countries. Our network of 65+ Country Water Partnerships and 13 Regional Water Partnerships convenes, and brokers coordinated action by government and non-government actors. A long-time advocate for integrated water resources management, GWP draws on implementation experience at the local level and link it across our Network and to global development agendas.

GWP water partnerships (regional, country, area, city, or River Basin) bring together various sectors and interest groups to identify common water problems and develop action plans based on integrated water resources management. Each partnership has its own operational strategy, work programme, and administrative structure. Most partnerships are attached to host institutions that administer funds and employ staff on their behalf.

**Our Vision**

A water secure world.

**Our Mission**

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

**Our Unique Value**

GWP mobilises action on the global water crisis through a unique combination of social capital, shared values, credibility within the global water community, bottom-up orientation, and expertise. A network of networks, we ensure the 'voices of water' can influence local, national, regional, and global development priorities. We are committed to our role as a neutral convener and respected for our focus on inclusiveness and sustainability.

**Our Work**

We prioritise opportunities where key global or regional policy frameworks bring leadership focus, progress measurement, development partner action, and potential for financing. Specifically, we target the following Anchor Areas:

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

**We mobilise** people and organisations to unite around shared development priorities that impact water resources. We bring all voices to the table, including the private sector. We work with youth as key agents of change. We work towards gender equality in all we do. We build and leverage partnerships, and work through multi-stakeholder platforms to create space for diverse views and interests.

**We act** to support coordinated action to address water risks and put integrated water resources management into practice. We work with our partners to change behaviours, strengthen institutions, build pilots and catalyse investment for water-wise sustainable development. We measure ourselves through the actions we take to improve water management and governance.

**We learn** from our actions and relationships. We curate, create, and share knowledge globally and across regions. We work with stakeholders to turn learning into ongoing improvements in water management and provide a constant feedback loop through our learning and knowledge activities.

**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 answerable to the Steering

Committee (SC). The SC oversees policy and approves the work programme and budget of the GWPO. The SC and its Chair are appointed by the Sponsoring Partners, comprising the ten founding members of the 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 Secretariat of GWPO is located in Stockholm, Sweden. The Secretariat staff normally stands at 25-30 members recruited from all parts of the world. The staff is composed of administrative and operational/scientific/technical positions.

More information can be found at [www.gwp.org](http://www.gwp.org).

## 2. Instruction to Tenders

### 2.1 Procurement Procedure

This is an open competitive procurement procedure. Bidders are invited to 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.

### 2.2 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 specification on how (including itemised budgets):

1. To develop and test a prototype platform among the targeted users (focus group), based on the new concept for the redevelopment of the *GWP ToolBox – An Action Hub for IWRM*
2. To build the new ToolBox platform based on prototype feedback
3. To host and, and as required maintain and further develop the online platform
4. A more detailed list of the Content of Tender Offers is listed at the end of this tender invitation (p. 16)

**All costs** must be included in the tender offer. The costs are to be specified in Swedish kronor or Euro including specified VAT, in the manner set out in the specification. The GWPO indicative budget for the two first components (prototype and building the new ToolBox) is a range between 50,000-100,000 EURO (depending on the solutions suggested), excluding/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](mailto: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](http://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 November 2020. 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](mailto: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](mailto: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 posted on the GWP website at <https://www.gwp.org/en/About/more/Vacancies-and-Internships/>.

## **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.



<b>Evaluation Criteria</b>	<b>Relative Importance</b>
<i>Ability and capacity to meet the Requirements (including previous proven experience of similar assignments &amp; references)</i>	60%
<i>Cost</i>	25%
<i>Creative &amp; innovative design</i>	10%
<i>Service Level Agreements (linked to the third component of the assignment)</i>	5%

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, 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.

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

## Specification of Requirements

GWP is rebuilding its existing online [IWRM ToolBox](#). To support this work, we are inviting offers to construct, host and maintain a new online platform for easily accessible, practical Integrated Water Resources Management (IWRM) knowledge curation and exchange, presented in appealing ways, including the facilitation of interactive connections across an online community.

### Background to the current GWP IWRM ToolBox

The existing [GWP IWRM ToolBox](#) is one of the world's first free, online repository hosted by the GWP about Integrated Water Resources Management (IWRM). It is a centralized website that contains tools, references, and case studies that bridge the concepts, theories, knowledge about IWRM with examples and lessons learned from implementation of the tools. The purpose of the IWRM ToolBox is to specifically provide assistance in overcoming what are recognized as some of the largest obstacles to good water governance. The ToolBox consists of 60 Tools that are hierarchically organized under three main categories (Tools A – the Enabling Environment, B – Institutional Arrangements, and C – Management Instruments).

### Introduction to the new concept for the redevelopment of the *GWP ToolBox – An Action Hub for IWRM*

The main goal of the revitalised *GWP ToolBox – An Action Hub for IWRM* – is to provide a global knowledge platform which supports actors to implement IWRM, share knowledge and expertise about their implementation experiences, and bring relevant stakeholders together to improve the way water is managed around the world.

In order to fulfill the core mission of GWP and contribute to enhancing water governance globally, the current website of GWP's IWRM ToolBox needs to transition from an internet-based static repository of mainly GWP's knowledge on IWRM, to a dynamic, interactive and user-centric, inclusive platform.

This platform should be built around the needs and realities of its target audience, as identified below. The platform needs to first be **dynamic** and **customisable**. We would like it to be able to highlight different resources on the welcome page and more generally it should display different content every time it is viewed, based on the interest of the user and his/her previous visits to the site, and therefore introduce possibilities for personalization of the ToolBox experience.

Secondly, the ToolBox needs to become an **interactive space** that connects not only the community to learning resources and tools but also and mostly to each other, targeting actors from within and external to the GWP network on content related to the implementation of IWRM.

Thirdly, the ToolBox should be attractive, **using multimedia**, going beyond static text to include a range of communication media, including but not limited to videos, audio, interviews, photos, blogs, testimonials, news articles, etc.

Lastly, the new ToolBox needs to be an **inclusive platform**. Particular attention needs to be put into building a platform that is accessible via low bandwidth connections and will deliver an efficient

solution for all by using web optimization techniques. Parts of it should also be available in multiple languages.

Further, the platform and the content therein needs to be disability-friendly in design, user experience and maintenance.

The platform should also have flexibility for data portability e.g download of material as formatted PDFs, audio, videos ETC.

### **Targeted audiences**

The end-beneficiaries of the platform cover a wide range of stakeholders who seek knowledge, tools and support in implementing IWRM approaches into water resources management to enhance their contribution to water secure development and to work collaboratively with others. This includes both those directly involved in water resources management and those from other sectors (e.g. energy, agriculture, health, transportation and navigation, recreation, disaster management, environment, climate) who interact with and impact water resources. More specifically, the audience includes:

- Legislative, executive and judicial decision-makers and administrative and elected government officials
- Representatives of the private sector
- Global and national technical advisors or experts working on IWRM related programs in-country
- Trainers, capacity-builders
- Academia and students of IWRM
- Youth
- Civil society organisations
- Multilateral and bilateral organisations
- Partners and strategic allies of GWP from all sectors
- GWP regional and country water partnerships and their networks of partners

These audiences will be narrowed down to primary and secondary targets in the first phase of the assignment (see below) when developing the prototype of the platform, together with the Consultant, to make sure the website is focused, relevant and matches the needs of the primary targets in the first place.

**Expected main features & functionalities** (the offers should include these functionalities and features)

**Style and tone:** contemporary, inclusive, visually attractive

**Look and feel:** clean, professional, modern, creative, easy to navigate

**Content:** customized, credible, comprehensive, shareable, accessible, disability-friendly.

- **See draft site map in the Annex**

**Content formats:** articles, tutorials, pdfs, videos, photos, audio, interviews, (possibly podcasts), discussion forums, linking to community (either developed on the site itself, or integrating other community platforms, e.g. LinkedIn groups). Registration form to build user profiles. (Note: Content should be easily downloadable).

### Functionalities

- Responsive design (for all devices, especially optimized for mobile phones and tablets)
- Optimized and sophisticated search (based on IWRM taxonomy and internal cataloguing with the potential to broaden to thematic taxonomies in future iterations of the platform)
- Login feature (only logged in users can connect, comment or download selected content) Possibly using a single sign-on (with LinkedIn or other similar platforms).
- Personalization – keeping users experience, presenting content relevant to them (and they should also be able to sign up to content/themes relevant to them)
- Connecting users in the logged in version (possibly by using dashboards)
- Sharing buttons after each article, case study, video, story, etc. – they would be linked directly to social media to allow users to easily share the content they find interesting
- Bookmark feature for longer articles, case studies, etc. (or “Add to favourites”)
- Languages – will start in English, but need to cater for more languages (French and Spanish etc.)
- Help Desk – where users can ask questions and where the GWP Team will provide answers & support.

### Known constraints

- We need to be able to reach people with limited internet connection
- Language, many partners where English is not the spoken or primary language used.
- Mindset shift is also needed to ensure our core users turn to this platform to look for and provide answers, connections, knowledge, etc. to facilitate their daily work

### Objectives of the assignment

The assignment is divided into 3 sub-objectives to be addressed in sequence

1. To develop and test a prototype platform among the targeted users (focus group), based on the new concept for the redevelopment of the *GWP ToolBox – An Action Hub for IWRM*
2. To build the new ToolBox platform based on prototype feedback
3. To host and support, and as required maintain and further develop the online platform

### Scope of work

#### **1. Develop and test a prototype platform among the targeted users (focus group), based on the new concept for the redevelopment of the ToolBox.**

- Go through previous analysis & strategy work that has been done to date, and together with GWP and a focus group of potential ToolBox users (to be determined by GWP) - confirm purpose, impact goals, personas & their needs, as well as type of content and functionalities to be tested. This analysis & strategy work should be limited (about 10% of the assignment).
- Based on the analysis & strategy above – develop a **clickable prototype** (e.g. clickable pdf or wireframes, showing key sections pages of the platform, its mobile optimized version, and how it will work) including aspects of graphics and branding/design of the digital platform. To be tested on the focus group.

## 2. To build the new ToolBox platform based on prototype feedback

This component includes building and implementing the platform, based on the agreed and approved prototype and design, and technical solutions and specifications (see below). The order of the steps/elements below are not fixed, and bidders are welcome to propose another order in their offers.

### *Content Management System (CMS)*

- A Content Management System (CMS) for the ToolBox platform needs to be confirmed (we need the bidders to propose a system – and motivation why - that they think match the new ToolBox, based on the new concept described above, and the draft site map in the Annex. See also below current CMS of the ToolBox and GWP’s website)
- If applicable, come up with a plan for migrating current content in the ToolBox to the new CMS.
- A complete technical specification (see below) of the functionality has to be produced and approved as the last preparation step before the development can begin.

### *Designing and building the architecture of the Toolbox – including the UX/ID and graphical design*

- **Information architecture** - The focus during this step is to define the actual contents of the information structure (see draft site map in the Annex), using realistic copy for all menu items. This will also lead to some adaptations of the visual navigation solutions. It is usually also a good way to get the editors and other stakeholders engaged in the process. The final information architecture should include:
  - Navigation framework; Applied template design; Module-based design (if applicable); Solution specification (see below) and other relevant details the provider may propose.
- **User Experience/Interaction design** - This step involves development of wireframes (based on the previous steps), making sure to keep a user-centric approach, to be tested and approved.
- **Graphical design/Look and feel** - clean, professional, modern, creative (to be based on GWP branding)

### *SEO and Performance optimisation (KPIs)*

Search engine optimisation should be taken into account from the start, and setting up key performance indicators (KPIs) of the site, based on the digital goals for the new ToolBox.

### *Editorial process and organisation*

In parallel with developing the information architecture, an editorial process and organisation around content creation, curation etc. should be developed, together with GWP, based on human resources & capacity available in the GWP ToolBox team. This to make sure there is a plan for maintaining all aspects of the site.

### *Technical specification & development*

Before starting the building and development of the new ToolBox, a technical specifications should be approved.

#### *Technical specification to include:*

- The technical platform in detail (software components and versions)
- How the editorial interface should work for the site framework and for each template and content type
- The functionality required for presentation of content in each template and block type
- The detailed requirements and technical base for the search functionality
- What technical solutions to use for KPI measurement (based on KPI definitions set out)
- How the solution is to be integrated with other systems (if applicable)
- What the infrastructure will look like for the completed system.
- The proposed approach for accessibility and disability-friendly design.
- The proposed detailed development timeline including a project management schedule.

#### *Technical development*

- During this phase the actual function coding takes place, in development environments at the web company's premises.
- The work mainly consists of creation of HTML/CSS code, CMS-based templates/block types and functions as well as specific modules for integration with other systems (as/if required).
- Content migration of content from the current ToolBox - If relevant, to a new platform
- GWP should be able to follow the progress closely through regular progress reports and access to the development environments during the entire process. After internal, the web company deploy the solution to the designated test environment and then to the live environment (after the acceptance testing, see below).

### *Acceptance Testing & Training*

Before the start of the acceptance testing period, the appointed GWP staff members will be trained on the new functionality. The training sessions should cover the specific templates and functionality in the delivered part of the solution.

**Acceptance testing** - the tests will be based on the requirements as outlined in the solution specification, as formed by the result of the initial project steps.

When the acceptance testing is done, the pilot/beta version of the new ToolBox will go live and be tested for about 3 months in order to get feedback responses from users, which will help GWP to modify the pilot/beta version before the launch of a more finalized version of the new GWP ToolBox platform (if needed).

### **3. To support, host and, and as required maintain and further develop the online platform**

A contract specifying the above to be signed after the new ToolBox has been built and implemented and the pilot/beta version is live.

### *Support, service, and maintenance*

Support, service, and maintenance refer to running costs, and are based on a defined SLA. It is, in contrast to development, mainly for (a) supporting the site, making smaller adjustments, bug fixes, or other changes (b) a service level agreement and (c) maintenance of the development site used by developers before committing the changes to production.

#### Requirements

- The tender offer should include a monthly fixed cost for maintaining a development environment, a clearly defined SLA, and the consultancy fee per half/full hour. The agreement should include about 10 hours of work per month and the cost for additional hours. Unused hours can be forwarded to next month. The company will not exceed the agreed hours unless agreed to in advance.
- The company should provide a helpdesk function for logging and access of support tickets (e.g., Zendesk). The customer should be able to email in their issues, and get a confirmation when a technician has received it and begun work. A website dashboard view should be provided to the customer to see what is open and what is closed.
- The customer should be invoiced monthly, with an itemized bill that clearly identifies the specific work done and time used for it.
- Availability (operating hours, and if there is possibility for outside operating hours support).

### *Hosting*

The tender offer should include how & where the new ToolBox should be hosted during the development phase of the new ToolBox, and specify hosting arrangements for the new ToolBox when it is live.

### *Web development*

After the new ToolBox has been implemented, based on needs and strategic direction in the future, GWP will identify areas that need be developed on the website. It can be anything from new landing pages, language versions of certain areas, to new features. Compared to web support, these are projects that need to be planned and estimated in advance.

#### Requirements

- Design new types of pages or features, if required, taking into account UX experience, graphic design and other functionality.
- All development should be tested against approximately five different sizes such as iPhone SE, 8, X and iPad mini/Pro (10,5 inch) (work on Apple and Android mobile devices). Access should be working well on mobile networks and in regions with potentially slow internet such as Latin America, Africa, and China.
- In case of larger development projects, 5 hours or more, a Statement of Work (SOW) should be created and agreed by both parties in which the company and the customer agrees to the scope of work and total time allocated to complete the project, including project management. The assignments will not exceed the agreed hours unless agreed to in advance.

## Deliverables & indicative timelines

Based on the steps above (Scope of work), here is an overview of deliverables, and indicative timelines from GWP. As stated below, the bidders should include in their offers a proposed methodology and work plan for performing the assignment, including timelines, of what they see as realistic.

Deliverables	Indicative timelines
<b>1. Pre-implementation</b>	<b>November – December 2020</b>
Clickable prototype developed (e.g. clickable pdf or wireframes, showing key sections pages of the platform, its mobile optimized version, and how it will work) including aspects of graphics and branding/design of the digital platform. To be tested on the focus group.	
Testing the prototype and getting feedback by the focus group (to be led by GWP)	January 2021
<b>2. Implementation</b>	<b>January – October 2021</b>
Confirming CMS	January 2021
Designing and building the architecture of the Toolbox – including the UX/ID and graphical design	February-March 2021
SEO and Performance optimisation (KPIs)	February-March 2021
Technical specification	February – March 2021
Technical development	April - May 2021
Training and acceptance testing	June 2021
Launch of the pilot/beta version – goes live	July 2021 (test period for 3 months)
Final changes – after feedback from users	October 2021
<b>3. Post-implementation</b>	
Contract for support, hosting, maintenance and further development	To be set up when the new ToolBox is live

## Current arrangements of GWP's IWRM ToolBox

### Technical:

Currently, GWP's IWRM ToolBox is part of GWP's website, which has the following set up:

One EpiServer CMS version 10.4.2.0 on a dedicated server. Test site is located at the service provider

- Integration to Salesforce and Mailchimp (Salesforce and Mailchimp are also synchronized between each other).
- Elastic search for both free text and tagged content.
- GWP currently works with Nortal.com for Salesforce development, and the EpiServer backend developer should be able to work with such connectivity.
- Linkage to Vimeo and YouTube.
- iFramed media
- Google Analytics has been setup
- The website hosting is on a Windows 2012 Server at GleSYS.



- The DV SSL certificate and all domain names are consolidated on Loopia. Re-directs are on the website, not the domain registrar.

**GWP staff – human resources:**

A core GWP ToolBox cross-unit team exists, based at the global Secretariat in Stockholm. About 2 dedicated staff will work on the new ToolBox full time.

GWP also has comms officers in 13 our regions who can support with knowledge curation and connections with the community and target audiences.


**Content of Tender Offers**

The official language for the proposal, contract, reports, and any other documents is English. The offer should include:

1. Brief description of the company / organization and an outline of recent experience on assignments of a similar nature. The description should include the provider's experience with EPiServer highlighting available EPiServer resources/developers and their years of experience.
2. Proposed methodology and work plan for performing the assignment, including timelines, along with comments or suggestions on the Specification of Requirements (Scope of Work, new concept of the new ToolBox, draft sitemap).
3. The offer should match the technical requirements set out in the tender for expected functionalities & features as described in the new concept for the redevelopment of the *GWP ToolBox – An Action Hub for IWRM* and draft site map (see above), while considering the current setup.
4. Price breakdown in fees (showing unit rates), and also price per deliverables.
5. List of the proposed staff by title (and name if already identified) and the tasks that would be assigned to each to carry out the assignment.
6. The company should include a list of all subcontractors the company intends to use during the assignment. For each subcontractor the name and VAT numbers should be included. The scope of each subcontractor's assignment area should be thoroughly presented. The subcontractor might be subject to financial and legal status control. The responsibility for subcontractors shall remain with the main company, in accordance with the contract, also for listed subcontractors.
7. The company should provide at least two references of customers in which a similar assignment was completed (contact person with email and telephone number).

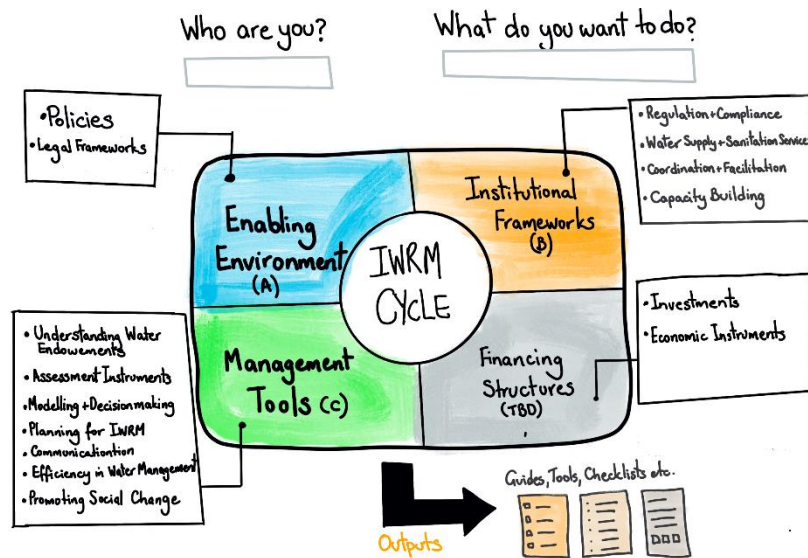
## Annex: Draft sitemap of the revitalized *GWP ToolBox – An Action Hub for IWRM*

The following headings are only suggestions and are used as examples, these can be changed. The content under each of the different sections are only ideas of what can be included in the different sections. A more precise sitemap will be developed after feedback on the prototype (matching content with audiences/personas), and will be tested on the focus group.

<p><b>Home Page</b></p> 	<p><b>Welcome</b></p> <p><b>Overview</b></p> <p>Video summarizing IWRM and the Action Hub</p> <p><b>What’s new:</b> Highlights the most current content relevant to the user – picking up from all sections – a new event, latest case study, interview with an expert, a short video blog.</p>
<p><b>About</b></p> <ul style="list-style-type: none"> <li>- About the ToolBox</li> <li>- FAQs</li> <li>- Contact Us</li> </ul>	<p><b>Page 1: Explains what is the GWP IWRM ToolBox Action Hub?</b></p> <p>“The GWP IWRM Action Hub raises awareness, inspires and fosters connections, and curates expert knowledge and lessons on IWRM implementation and water governance around the world.”, etc.</p> <p>Who is it for... actors/players/stakeholders in IWRM and other sectors</p> <p>Our journey so far: Why IWRM is still important today and where the ToolBox got started...</p> <p><b>Page 2: FAQs</b></p> <p><b>Page 3: Contact and Engage with Us</b></p> <ul style="list-style-type: none"> <li>- NewsFlow</li> <li>- Social Media Platforms</li> <li>- Link to GWP’s main website</li> </ul>
<p><b>Curate (IWRM Knowledge)</b></p> <ul style="list-style-type: none"> <li>- IWRM Explained</li> <li>- IWRM Curator</li> <li>- IWRM Learning Lab <ul style="list-style-type: none"> <li>o Guidance Notes</li> <li>o <b>Case Studies</b></li> <li>o Reports and Publications</li> <li>o Learning Resources</li> </ul> </li> </ul>	<p><b>Page 1: IWRM Explained</b></p> <p>What is IWRM and how is it related to sustainable development more broadly?</p> <p>Link to the definition of IWRM and 4 principles</p> <ul style="list-style-type: none"> <li>• Enabling environment</li> <li>• Institutional Framework</li> <li>• Management instruments</li> <li>• Financing and Economic Instruments (to be developed)</li> </ul> <p>Graphic of the Pillars IWRM and related processes</p> <p><b>Page 2: IWRM Curator</b></p>

- Videos
- Interviews
- Tools(?)

**IWRM In Action Search**



When you have filled out the question “who you are” (drop-down choice, based on different categories) and “what do you want to do?” (drop-down choice, based on different categories) you will get a pop up with suggested actions in the form of customized checklists and resources, for example, based on the choices you have made in the drop-downs (see above):

**Checklists and How to Documents\***

- How to write a water policy
- How to design a stakeholder workshop
- How to budget for large water projects?
- Checklist for gender inclusion in water management projects
- Indicators and evaluation techniques for water projects
- How to manage the political and technical interactions?
- How to identify and work with tradeoffs?
- What are the costs for collaborative and participatory modeling for decision making?

**\*These need to be developed by GWP based on the current information**

**Page 3: IWRM Learning Lab**

This page will focus on how to learn more about IWRM. This will link to the Cap-net virtual campus and the relevant courses, Transboundary and water security MOOC and other relevant course materials, where applicable or news about trainings, courses, etc.

IWRM Tools that are currently on the ToolBox but presented in a more dynamic format, guidance notes in a more operational manner?

	<p>All GWP’s knowledge resources and case studies and external resources (open source)</p> <p>Downloadable documents that can be easily searched and shared, such as guidance notes, reports and publications etc</p> <p>NB: There will be a search function that will allow for a more defined search for multiple lenses. Eg. Transboundary with a climate lens.</p>
<p><b>Connect</b></p> <ul style="list-style-type: none"> <li>- Community Map</li> <li>- IWRM Action Areas</li> <li>- Events and trainings</li> <li>- Discussion forums or join a Community of Practice</li> <li>- Help Desk</li> </ul>	<p><i>This Section to be fully experienced after the users have registered and logged in</i></p> <p><b>Page 1: Community Map (Partner Wall)</b> A map showing the distribution of the number and types of people registered on the Hub (maybe projects past and ongoing that are searchable by topic, time, location etc.) this information will be gained from the registration form. The map will allow for people to connect (for logged in users) or ask for more information on projects.</p> <p><b>Page 2: IWRM Action Areas</b> Pick a theme (dropdown box) Main page will show the <a href="#">Water Governance Results Map</a></p> <p>This will be a “gate” to the different action areas, linking to thematic materials, resources (also available in the knowledge search and on GWP’s thematic landing pages on the GWP website) and related communities. Each Action Area will have its own discussion forum (a feature for the logged in users) and will create an inviting space for the users interested in the topic.</p> <ul style="list-style-type: none"> <li>• SDGs</li> <li>• DRR</li> <li>• Climate action</li> <li>• Transboundary</li> <li>• Gender</li> <li>• Youth Engagement</li> <li>• WEF Nexus</li> <li>• + (others)</li> </ul> <p>Apart from the thematic forum of each Action Areas, there will be links to other relevant community portals. They will provide the chance to get connected to established community of practices and get insights about current resources and trends from around the globe.</p> <p>Active action hubs in our network (takes you to specific other sites):</p> <ul style="list-style-type: none"> <li>• GWP Asia Deltas Hub</li> <li>• GWP SDG6 Support Program website</li> <li>• IDMP helpdesk</li> <li>• APFM helpdesk</li> <li>• Tanzania Water Knowledge Exchange Hub</li> </ul>

	<ul style="list-style-type: none"> <li>• Others</li> <li>• Pan Africa COP on transboundary water governance</li> </ul> <p>Possible other communities outside of the GWP Network</p> <p><b>Related content (Additional bottom bar)</b>  This sidebar will highlight cross-cutting and connecting themes (Like Climate and Gender). It will also promote various communities, stories, events, trainings, news that relates to the users’ search, thereby connecting all three of the major pages. This can be designed using a “Recommender AI” similar to the one used for Netflix recommendations. The sidebar will also offer a link to the Learning Lab for a more defined search.</p> <p><b>Page 3: Events</b>  Space for the <i>IWRM in Action</i> virtual event, held quarterly  Other events will be highlighted here (some – in addition to the Action Areas).  Interviews with a top partner/successful project/new resource author, etc.</p> <p><b>Page 4: Help Desk</b></p>
<p><b>Contribute</b></p> <ul style="list-style-type: none"> <li>- Share your IWRM Story</li> <li>- Get inspired</li> </ul> <p><b>The IWRM in Action event</b></p> <ul style="list-style-type: none"> <li>-</li> </ul>	<p><b>Page 1: Share with us your IWRM Story!</b></p> <p>Users will be invited to share their experience with IWRM implementation – case study, project, initiative, etc. (we will need a protocol for that) OR a new IWRM resource they have developed (article, paper, etc.) OR feedback on IWRM principles/resources/projects</p> <p>Comment on a IWRM story</p> <p><b>Page 2: Get inspired</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Water ChangeMakers</a></li> <li>• Other inspiring initiatives for knowledge sharing</li> </ul> <p><b>Page 3: The <i>IWRM in Action</i> event</b></p> <p>Users will be given the opportunity to shape/contribute to the quarterly <i>IWRM in Action</i> virtual event – a webinar, a unique interview with Q &amp; A with a top partner/successful project/new resource author, etc.  The content will change according to the timeline – collect ideas for the event, map interest, polls, event announcement, speaker hunting, event promo, resources shared after the event.</p>

**Registration Form**

<p><b>Site asks the user “who they are” and directs and personalizes the site features accordingly</b></p> <p><b>Organization (type) (click):</b>  International NGO or Civil Society  Academic institution</p>
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Media  
Technical expert or independent consultant  
Government  
Private firm  
Multilateral or bilateral organization  
Youth organization  
Etc  
GWP Staff

**Where are you located or where are you looking to connect:**

Dropdown of regions and countries

Thematic Areas of interest: (select as many as needed):

- Climate stress and water scarcity
- Corporate water stewardship and IWRM
- Gender and water security
- Integrated drought management
- Integrated flood risk management
- SDG6.5.1 target indicators and results
- Source to Sea
- Transboundary water resources management
- Valuing water for enhanced water governance
- Water for food and nexus approaches
- Water governance
- Youth Engagement
- Etc.

**Language:**

- English and potentially French and Spanish
- Materials available in several languages

**What do you want to do? (select one or several)**

- I want to learn about what is IWRM and how IWRM is progressing in my region or countries? (site directs to the CURATE section of the website)
- I want to connect with others working on similar topics as I am (site links to the CONNECT part of site but tagged to the themes they selected above)
- I want to COLLECT (or gather and discover new content, reports, events, and other resources on IWRM implementation (site directs to collect features tagged to what they specified above)
- I want to CONTRIBUTE some lessons of my experiences in implementing IWRM approaches in my country or area of interest with other actors and users on the platform
- Others

Submit