

TENDER INVITATION

Knowledge and Learning Consultancy Services

GLOBAL WATER PARTNERSHIP ORGANISATION

STOCKHOLM

www.gwp.org

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1. Objective

Global Water Partnership (GWP) is an intergovernmental organisation established in 1996 to support countries in their efforts to implement a more equitable and sustainable management of their water resources. The network spans 13 regions with more than 3,000 institutional Partners in 178 countries. The global secretariat is located in Stockholm, Sweden. More information: www.gwp.org

GWP had a major review of its [Knowledge Management function](#) in 2015. The review indicated the need to strengthen links between Knowledge and Learning (K&L) based on capturing, disseminating, and adding value ‘from the field up.’ One result of the review was the development by GWP of a [Knowledge Management Approach](#) which is now embedded in the 2017-2019 work programme.

GWP recognises the complexity of the Network (multiple levels and many entities) and wants to ensure that the knowledge captured and packaged by its Network is used for learning. The objective is how to get the best value from the network and to identify how GWP can catalyse a learning cycle.

2. Instruction to Tenderers

2.1 Procurement Procedure

This is an open competitive procurement procedure. Bidders will submit a tender offer and GWPO will subsequently enter into detailed discussions with one or more of the bidders. One supplier only may be awarded the assignment. It is of the utmost importance 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 (SFS 2007:1091) but may undertake procurement anyway. 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. 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 a technical and financial proposal for the delivery of the following tasks and deliverables:

- *A framework for knowledge and learning for the GWP Network;*
- *Descriptive scope for the Knowledge and Learning function within GWP Organisation; and*
- *Build knowledge and learning capacity in Regional Water Partnerships.*

All costs must be included in the tender offer. The costs are to be specified in Euro, including VAT.

2.3 Submission of Tender Offers

The tender offer is to:

- ⇒ Be submitted in English in one (1) electronic version
- ⇒ Include all relevant individual/company names, address, contact persons and e-mail address, VAT-number (or other relevant tax registration number)
- ⇒ Be signed electronically by an authorised representative of the bidder
- ⇒ Be submitted as a PDF file by email with the subject “Tender for Knowledge and Learning Consultancy” to the following address: procurement@gwp.org
- ⇒ Be marked as confidential
- ⇒ Specify an e-mail address of the supplier to which clarifications may be sent

By submitting a tender the bidder confirms that the company:

- 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 Buyer 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.

The bidder also confirms that the individual/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 may 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 Tenders

Final date for receipt of tenders is **3rd March 2017**. GWPO may extend the final date for submission of tenders for any reason including requests from invited bidders to do so.

Tenders 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 Tenders

A bidder may withdraw its tender at any time prior to the closing date, provided that notice of the withdrawal is received by GWPO prior to the closing date. Notice of withdrawal is to be sent by an authorized representative in an email to procurement@gwp.org and marked "Tender for Knowledge and Learning Consultancy".

2.3.5 Opening of Tenders

GWPO will print the tenders after the closing date. Bidders will not be allowed to be present. 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 Steven Downey via email steven.downey@gwp.org. GWPO will respond in writing (via email only) 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 to the GWP website.

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.

2.4.2 Evaluation Criteria

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

Evaluation Criteria	Relative Importance
<i>Demonstrated knowledge of GWP as an organisation or similar network organisation</i>	30%
<i>Ability to meet the Requirements (demonstrated experience in carrying out similar assessments)</i>	20%
<i>Understanding of the context (water management) and scope of the assignment (knowledge management)</i>	20%
<i>Cost of services</i>	20%
<i>Duration of services</i>	10%

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 into detailed discussions with the bidder rated as having submitted the most advantageous bid to arrive at a contract for the assignment. In the event that such discussions are unsuccessful, GWPO may invite the second rated bidder for discussions.

GWPO will enter into a consultancy agreement with the chosen bidder which will set out all the conditions for providing the services, based on the agreement after the discussions.

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

Specification of Requirements

CONTEXT

GWP had a major review of its [Knowledge Management function](#) in 2015. The review indicated the need to strengthen links between Knowledge and Learning (K&L) based on capturing, disseminating, and adding value ‘from the field up.’ One result of the review was the development by GWP of a [Knowledge Management Approach](#) which is now embedded in the 2017-2019 work programme.

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A structure for learning

GWP has a programme planning cycle and a monitoring and evaluation system. These systems *have potential* for strengthening the feedback and learning loop. Clear improvement areas have been identified in the 2017-2019 work programme which will strengthen K&L. These are as follows:

- *Planning* – The identification of *knowledge/learning needs* as well as *target audiences* (defining what and who we want to influence or change) needs to be strengthened and presented transparently when taking the decision to invest resources to develop knowledge products. A process to facilitate improved planning needs to be developed and applied.
Purpose: To ensure GWP knowledge is demand driven and relevant for stakeholders.
- *Implementation* – Improved mechanisms to facilitate knowledge creation (content quality) and delivery (on time and on budget) are needed.
Purpose: To help ensure that the end products are successfully addressing the knowledge and learning needs and target audiences for which they were planned.
- *Dissemination and use* – Widespread communication across the network through multiple dissemination channels is required to ensure that products are used in relevant projects and programmes and reach the attention of strategic partners.
Purpose: To exploit generated knowledge and learning to its full potential.
- *Evaluation* – The establishment of mechanisms for qualitative and/or quantitative measures of knowledge impact, extent of use satisfaction among target audiences is a priority.
Purpose: To increase understanding of GWP’s knowledge outreach and achievement of aims, as well as to strengthen the implementation of the planning, implementation and dissemination and use steps described above.
- *Collaboration* – Increased engagement with other organisations with capacity to identify key challenges, broaden GWP’s knowledge base, and support product dissemination and uptake.
Purpose: To strengthen knowledge outputs, the Network, and avoid duplication of work.

The need for strengthening GWP’s K&L is made more urgent with:

- i. the new 2030 Development Agenda, adopted at the UN General Assembly in September 2015. The GWP Strategy (2014-2019) and work programme is focused on supporting countries to achieve the associated Sustainable Development Goals (SDGs), particularly SDG 6 on sustainable management of water. As part of this support, GWP is developing a “SDG & Water Preparedness Facility” (SDG-PF). The initiative is structured according to the means of implementation outlined in SDG 17, namely: financing, policy and institutions, monitoring,

knowledge and capacity, and strengthening of partnerships. In order to deliver on this ambition, GWP's added value in the area of K&L is crucial.

- ii. GWP's Water, Climate and Development Programme (WACDEP). This programme has been going for five years and has produced a lot of knowledge. It needs a mechanism to deliver the learning for the benefit of the GWP Network.
- iii. the fact that in 2017, GWP will have approx. 6 new Regional Coordinators. This provides an ideal moment to strengthen the leadership of GWP's Regional Water Partnerships (RWPs) vis-à-vis their K&L capacity.

SCOPE AND ANTICIPATED OUTPUTS

1. A framework for Knowledge and Learning in the Network

- a. Based on the 2015 GWP Knowledge Management review, and the subsequent Knowledge Management Approach (KMA), develop a framework to ensure that GWP can leverage its knowledge so that learning ('uptake') is successful. This means identifying the processes, tools, activities, and players that will implement the KMA. The framework should also include:
 - i. learning behaviours and skills (competencies) to be included in job descriptions and performance appraisals.
 - ii. incentives that foster sharing, reporting, lesson learning, documentation, and innovative behaviour, including learning from failures.
- b. Identify and develop mechanisms for translating knowledge products and services into learning opportunities for GWP Partners. This includes, but is not limited to, the role of the GWP Technical Committee, the SDG Preparedness Facility and Climate programme, GWP-WMO's programmes on drought and flood management, Gender and Youth, work with Regional Economic Commissions, etc.

2. **Scope the Knowledge and Learning function at GWPO** – In developing the above framework, define the role and responsibilities of a senior K&L position at the global secretariat in Stockholm.

3. **Capacity building in Regional Water Partnerships** – Advise Regional Coordinators on matters related to network performance vis-à-vis K&L.