



TENDER INVITATION

Development and Maintenance of Cap-Net's MEL Platform

**GLOBAL WATER PARTNERSHIP ORGANISATION/
CAP-NET UNDP**

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1. Objective

The overall objective of the tender is to identify a supplier who will provide the Cap-Net Secretariat with a tailored digital system for comprehensively managing the Monitoring, Evaluation, Learning processes of the organization's activities. A system may be a single digital platform that matches all requirements listed in the tender or a collection/suite of multiple digital tools that are well-integrated and collectively achieve the full requirements listed in the tender.

1.1 About the Global Water Partnership and Cap-Net

As a United Nations Development Programme (UNDP) global network of networks for capacity development for sustainable water resources management, [Cap-Net](#) has to respond to training needs from different target groups around the world, disseminate important information within and outside the networks to satisfy its stakeholder base. The project is implemented through the [Global Water Partnership](#) Organisation (GWPO), an Intergovernmental Organisation based in Stockholm, Sweden serving the Global Water Partnership (GWP).

The strength of Cap-Net UNDP lies in its extensive outreach to capacity development institutions and its client's base. Currently composed of 23 affiliated regional and country level capacity development networks with over 1000-member organisations in 120 countries, it delivers training and education to water managers, professionals, and schools programme in Asia, Africa, Latin America and the Caribbean.

Cap-Net is one of the delivery mechanisms in the Global Water and Ocean Governance Support Programme (GWOOGSP) of UNDP. Partnering with more than 40 international organisations and global thematic networks ensures that the best available knowledge and state of the art capacity development delivery is joined in comprehensive packages consisting of training programmes and accessible training manuals. This structure also supports triangular cooperation regarding sharing water knowledge and capacity development. For more than 17 years, through a scheme of affiliated networks and international partners, Cap-Net has been delivering capacity development through various types of face-to-face and online, instructor-led trainings complemented by information dissemination and sharing of knowledge products.

2. Instruction to Tenders

2.1 Procurement Procedure

This is an open 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 may only 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 the proposed service and system*
 - *A detailed document describing functions, capabilities and how it responds to the Terms of Reference and the Specification of Requirements. (please see section 3 of the document)*
2. *Proposed budget and costs*
 - *Indicating all costs excluding any taxes related to the implementation of the system as well as its ongoing costs for regular use.*
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 US Dollars including specified Value-Added Tax (VAT), in the manner set out in the specification.

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 the authorised representative of the bidder
- ⇒ considered as confidential.
- ⇒ specifying the 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

The final date for receipt of tenders is midnight CET, **29 April 2021**. 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 procurement@gwp.org email. 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 available on 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
Quality of the proposed system and its ability to meet specifications of requirements.	45%
Clear and elaborate project and work plan detailing all activities in the process.	15%
Total cost of acquisition and breakdown of costs*	20%
Post implementation support including training, support, future development and scale up potential	10%
Customer references relevant to the system requirements**	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.

* Total cost of acquisition includes all one time and recurring charges based on best effort estimate by the bidder. *(Please see Cost Breakdown Sheet)*

The bidder is required to break down the total cost of acquisition into:

- Component A: Specify one-time costs, e.g., initiation charges, project management costs, development and implementation charges, manual development, user onboarding charges, training, etc.
- Component B: Specify all the recurring costs incurred during the system's successful implementation, operation and user onboarding.

** Customer references need to be provided as a brief description of service, relationships, 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 requested services. 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.

The developers will work closely with various members of the Cap-Net UNDP secretariat, for a precise understanding of the needs and agreeing on the way forward.

Progress and budgets would be agreed as per contract based on specific work plans per product. A gradual development is suggested in various phases with appropriate check-ins, enabling teamwork between the developers and the Cap-Net staff. A launch and testing

period is also recommended. Sharing documentation, drafts of suggested design and organisation, and teleconferences should be part of the development process.

Therefore, the tender should include a detailed work plan showing progressive advance in the development of each deliverable, enabling the Cap-Net secretariat to monitor it's development and allow consultations about specific issues along the process (refer to content of tender offers).

The assignment is expected to begin in **May 2021** and be completed by the end of **December 2021**.

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 confirm that it accepts the commercial conditions described in section 4 "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.

3. Specification of Requirement

3.1 Rationale

Cap-Net's Monitoring, Evaluation and Learning (MEL) system focuses on measuring and strengthening the impact of capacity development activities (CDAs) delivered by Cap-Net. Through the delivery of these activities on a diverse set of themes, Cap-Net aims to achieve various levels of outcomes relevant to sustainable water management in a broad spectrum. In order to capture these changes, Cap-Net's current process is based on various data collection and analysis tools, measurement and reporting mechanisms against goals, expected results and indicators within the Cap-Net's Theory of Change and logical framework.

As part of Cap-Net's 2021 Work Plan and long-term strategy, Cap-Net seeks to improve its current system through the design and development of an integrated online (natively cloud-based) information management system, hereafter referred to as *MEL Platform* to measure its achievements towards sustainable water management through a more systematic and accurate approach.

Currently, the objectives of the MEL platform are as follows:

- Automate functions to ease project and grant/contract management processes, integrating existing Microsoft and Google based productivity suites and other in place IT solutions
- Facilitate planning and budgetary processes by input, tracking and visualizing data and information in customizable dashboards.
- Track and report activity, output and outcome-level related progress, milestone completion and delivery status based on set indicators.
- Collect, monitor, and manage members and participant information in databases.
- Allow for systematic data collection, query, analysis and visual presentation through customizable forms, templates, and surveys in a robust and easy to use cloud/web-based platform.
- Facilitate information sharing and learning of service delivery including impact stories, lessons learned, evaluations, and learning reports.
- Facilitate extraction of reports in various graphical and tabular formats.

3.2 Specifications of the proposed system

1. General requirements:

The entire system should be digital and cloud native, user-friendly and globally accessible interface via modern browsers (Chrome, Firefox, Edge, etc.).

Applications or interfaces for all or frequently utilized used tasks accessible via native smartphone applications for Android and iOS or mobile browsers.

Hosting, data privacy, security, and loss protection (including backup and restore provisions) should be built into the system and covered by the Service Level Agreement (SLA) after the system is deployed.

2. Target Audience:

The main audience for the system will be Cap-Net and Affiliated Network Staff, invited Partner Staff and other invited guests (Donors, GWPO staff, etc.).

The system should have 3-tier type of uses and support operations in at least 2-3 languages (English, French, Spanish, and Arabic), and with varying levels of access and authority.

- *Admin level:* Users that will have all access to functions and other users' accounts and inputs.
- *User level:* Users that will have all access to functions related to their account and will not have access to other users' input.
- *Guest/Viewer level:* Users that will have limited access to functions and will only be able to view general information or prepared reports.

User management and login should be managed in the application in a secure manner.

User interviews/surveys: the successful bidder will conduct short interviews with the primary & secondary audiences.

Persona Creation: the selected company will create the personas based on the input gathered from educated guesses (from the Cap-Net team), the interviews and surveys.

User testing: the successful agency will conduct a test once the prototypes for the platform are ready & agreed with the Cap-Net Secretariat

3. Project Architecture:

Planning and project management

- Enable users to create customized workflows suiting individual and organizational process requirements with key functionality for tracking, approvals, reviews, and milestone management.
- Enable users to input and modify information at any time for different purposes such as developing a work plan, annual budget, manage and track activities respectively for different activities. For budgetary information, amounts can be entered into multiple currencies and be automatically converted to primary currency using a selected exchange rate.

- Have an activity registrar that tracks disbursements and expenses against budget information and display and notify outstanding advances, has a checklist function to track deliverables and milestones with due dates, approval, completion and flagging functions.
- Designate an approval hierarchy and tree for different users to sign off and approve different information, actions, and/or documents.
- Enable levels of validation and approval by specific users on information and value input by other users.
- Send automatic emails and in app-alerts to remind users of upcoming deadlines, request information, and acknowledge submission of information.
- Have automatic document generation through customized forms that can be automatically populated with information in platform's generated activity information.
- Enable users to visualize, manage and track activities with the possibility to have project templates and multiple unique properties for each such project.
- Enable users to create customized visual dashboards (including graphs and other data visualizations) to present key information for fast decision-making.
- Examples and types of information and processes:
 - *Annual Work Plan & Budget* – compiled and informed by work plan and budget items added by users, contracts issued, funding and different types of contributions.
 - *Contracts* – contract document generation based on template, automatically populated by proposal information that can be downloaded notification to Network that contract has been drafted.
 - *Contract Tracking* – once activity proposals are approved, automatic reference code and tracking information created for contract list and management.
 - *Invoice Management* – function to create or upload, approve, and store invoices and receipts.

Data management and collaboration

- Have easy and accessible web-based front-end data entry tools using appropriate and efficient web technologies as well as web-based querying tools for data retrieval.
- Provide a database administration module, allowing for advanced user management, data query, database download, online backup, and other necessary administration features.
- Have a library/repository function that stores and manages documentation and knowledge material created and/or uploaded that can be categorized, filtered, and organized.

- Enable users to store, search and share knowledge material in both quantitative information and qualitative narrative information as well as export data and reports in both open (suitable for data exchange) and graphical formats, e.g., csv, jpg, png, etc.
- Enable users to intuitively collaborate on files and documents across the organisation, preferably using its existing Office 365 secure document handling solutions (SharePoint/OneDrive).
- Enable users to intuitively collaborate through shared timelines and calendars, preferably integration information from its existing Office 365 Outlook application.
- Enable users to collaborate through notes and comments that can notify tagged users by email.
- Have an interface with the ability to integrate with other existing dashboards and data collection/information management systems such as Virtual Campus/Panorama.

Monitoring, evaluation, and reporting

- Have functions to set a project's results/logic framework, indicators, targets, and other types of information to measure progress.
- Enable users to log and input quantitative and qualitative data and information for progress as well as collect and capture data through surveys or other customizable functions specific to activities that align with expected results and targets.
- Allow for data to be disaggregated by customizable functions and set targets at activity or project level.
- Enable users to cumulatively display and export finalized work-plans, activities, project portfolios in a dashboard type view.
- Allow specific users (administrators) to modify reporting templates and customize required fields as needed.
- Enable designated users to extract standardised as well as custom data sets from the system for their reporting needs.
- Have an interactive mapping tool informed by different data collected through the system and that layers of data can be added to create visuals (different types of graphs, add icons and other imagery, etc.) for customized reporting.

4. Visual design system & development:

- The system developed must comply with Cap-Net brand guidelines.
- The system will be linked to the institutional Cap-Net's web site URL (www.capnet.org) and be aligned in terms of design, colours, and style.
- ***Prototyping:*** The successful bidder will ensure wireframing, prototyping (test environment) and user testing (as described above), validation & launch.

5. Development, training, and maintenance:

- The system may use a Software-as-a-Service (SaaS) model and should have the potential for scalability in its features and functionalities.
- Post implementation technical support should be available to bring solutions to immediate problems as well as ensuring overall functioning of the virtual campus platform, including hosting, regular software updates and backups. A service level agreement can be reached towards this.
- As part of the assignment, the bidder must develop and present a prototype of the system for it to be tested and modified as needed until it fulfils all functionalities required.
- The successful bidder will be expected to hold planning and review dialogues with key stakeholders to ensure that the system is both relevant and useful to partners and that a sustainability or maintenance plan is in place.
- The successful bidder will be expected to develop a user and “how-to” guideline manual showing the functionalities of the platform and how it should and can be used. This guideline should contain information for all types of system users and the best format to present it will be decided and approved at the time of its development.
- The successful bidder will be expected to provide minimum training sessions to users and may be required to provide it also to new users joining.
- The successful bidder should suggest and justify the most recommended software and methodology to develop the proposed system.

3.3 Estimated Timeline

- Submit tender to: procurement@gwp.org: by 22 April 2021
- Selecting supplier: 23 April - 12 May 2021
- Signing Contract: by 14 May 2021
- Completing the development assignment: by 31 December 2021

4. 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

The Consultant shall commence the Services Date Month Year. The Services shall be completed no later than Date Month Year.

ARTICLE 2 STANDARD CONDITIONS

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

However, the following deviations from the Standard Conditions are hereby agreed:

Article 3 OWNERSHIP OF WORK/COPYRIGHT

Analyses, insights, design documents, specifications, reports and all relevant data such as maps, diagrams, plans, statistics and supporting records and materials compiled or prepared in the course of the Services shall be the property of GWPO with the right to transfer the Copyright, unless otherwise decided by GWPO. Such documentation shall be sorted and indexed by the Consultant prior to delivery to GWPO. The Consultant may retain a copy thereof, provided, however, that such copy shall not be used by the Consultant for purposes unrelated to the Contract without the approval of GWPO. The Consultant may not claim attribution to the content or deliverables unless prior approval in writing has been given by GWPO.

ARTICLE 4 REPORTING

Reports shall be provided as set forth in the Terms of Reference, Appendix A.

ARTICLE 5 PERSONNEL

A) The Services shall be carried out by the persons listed in the Terms of Reference, Appendix A.

Alternative:

The Service shall be carried out by **Name**

B) The Consultant's Team leader shall be **Name**. The Service shall be carried out by **Name**.

ARTICLE 6 LIABILITY

The Consultant's liability under this Contract is limited to **XXX** euro.

ARTICLE 7 GENERAL PROVISIONS**7.1 Language of Documents**

All documents prepared under the Services shall be prepared in the English language.

7.2 Authorised Representatives

For changes or amendments to this Contract GWPO's authorised representative shall be Darío Soto-Abril or his designated representative, and the Consultant's authorised representative shall be **Name** or his/her designated representative.

For matters regarding the implementation of the Services GWPO's authorised representative shall be **Name** or his/her designated representative, and the Consultant's authorised representative shall be **Name** or his/her designated representative.

7.3 Notices or requests

Notices or requests shall be deemed to have been duly given or made when they have been delivered in writing by hand or e-mail transmission to the following addresses or such other address as the party may designate in writing:

To GWPO: Attention: **Department/Person**
Global Water Partnership Organisation
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 euro.

8.2 Fee

The Parties hereby agree that the Consultant is entitled to a lumpsum of XXX euro 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 euro 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 of 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 Consultancy 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