CAP-NETs MONTIORING, EVALUATION AND LEARNING PLATFORM

BACKGROUND

2.3.6 Communications during the procurement procedure

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

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

QUESTIONS & ANSWERS

3.2   Specifications of the proposed system

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.).

Q   How many users will be included in each category: Cap-Net and Affiliated Network Staff, invited Partner Staff and other invited guests (Donors, GWPO staff, etc.).

We envision having approximately 40 users in total for the MEL platform. This includes:
Admin level – 10 users
User Access – 25 users
Guest Access – 5 users

The system should have 3-tier type of uses and support operations

Q   How many users will be assigned to the following roles: Admin level, User level, Guests/Viewer level

Please see previous response.

3.   Project Architecture:

Examples and types of information and processes: *Annual Work Plan & Budget, Contracts, Contract Tracking, Invoice Management.*

Q   Examples and types of information and processes: these four examples are requirements to be developed and implemented within the scope of this tender?

Yes, functions related to these processes described must be integrated in the proposed system in the following manner.

- *Annual Work Plan & Budget:*

Gantt Chart style function/page for users to input data related to work plans and budgets that after completed can be viewed in a dashboard and can be tracked, reviewed and approved. The work plan function should include timelines, deliverables, and other activity related information. Information from the workplans can be linked to other functions and pages. The budget-related information inputted by activity and line items should also be able to be tracked and viewed in a dashboard style page, including graphs with a breakdown of expenses and disbursed amounts.

- *Contracts & Contract Tracking:*

Document generated based on a predetermined template, once an activity proposal has been approved and automatically populated with required information from said proposals. Once the document/contract is generated, its information can be linked and tracked to expenses, invoices, and disbursements made.

- *Invoice management:*

The proposed system should not include and invoicing system just the functions of a page responding to a predetermined designed template where users can input the required information, and then the invoice/document and be automatically generated and downloadable in the pre-designed form/template. having functions related to this process.

Q   Is it required to provide an invoicing system?

No, the system won't require an invoicing system. However, the proposed system should have a page responding to a predetermined designed template where users can input the required information, and then the invoice/document and be automatically generated and downloadable in the pre-designed form/template.

Q   Native mobile apps are required? Or equivalent web responsive solutions will be accepted.

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.

Q   To run a successful operation of these platforms it is highly recommended to have a PMO (Project Management Office) to track all the project activities, provide support to PMs and define PM standard practices and procedures. Will Cap-Net implement a PMO, or the successful bidder is expected to provide PMO services?

All project management and other activity related to development or implementation of the solution should be managed by the bidder.

Data management and collaboration

Enable users to intuitively collaborate on files and documents across the organisation, preferably using its existing Office 365 secure document handling solutions (SharePoint/OneDrive).

Q Please expand this requirement. Bidder should provide SharePoint/OneDrive user licenses? How many users will be needed?

Cap-Net has SharePoint Online and OneDrive for Business for document management. The bidder's solution should interface with these platforms to "Enable users to intuitively collaborate on files and documents across the organisation, preferably using its existing Office 365 secure document handling solutions (SharePoint/OneDrive)."

Visual design system & development:

Prototyping: The successful bidder will ensure wireframing, prototyping (test environment) and user testing (as described above), validation & launch.

Q In which instance of the bidding process the prototype is required?

In their proposal, the bidder should include a project management plan. Typically, this plan would kick in after the negotiations and contracting is done. Initially the successful bidder would have workshopping event and after that work on a working prototype that would be iterated until accepted and system implemented.

Section	Question	Response
General	The bidding package includes only "Cost breakdown sheet" which is going to be the template of the Financial offer. Please clarify if there are any other mandatory tender forms that needs to be filled in.	Please refer to the "Standard conditions consulting services" and Tender Invitation documents. The financial offer can be included in the proposal and must be included in the Cost Breakdown Sheet. Please include any and all costs that may not be included in the existing categories of the Cost Breakdown Sheet.
General	Given the scope of the expected services can you please indicate the budget range / the budget ceiling for this project?	Thank you for the question, this information cannot be disclosed at this time.
2.2 Content of Tender Offers	The RFP states that "Proposed budget and costs should indicate all costs excluding any taxes related to the implementation of the system as well as its ongoing costs for regular use." However, the paragraph below states that "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"	All taxes and costs related to taxes should be included in the financial offer.

	Please clarify if the taxes need to be included in budget. If yes, if it is only VAT tax or other types of tax should also be applied.	
3 Specification of Requirements – "Rationale"	"Automate functions to ease project and grant/contract management processes, integrating existing Microsoft and Google based productivity suites and other in place IT solutions" Please kindly specify all the third-party systems that needs to be integrated with the MEL Platform.	Cap-Net has both Microsoft365 and Google Suite for productivity suite. Cap-Net's website and Virtual Campus are hosted on AWS.
3.2 Specifications of proposed system	The document states "Applications or interfaces for all or frequently utilized used tasks accessible via native smartphone applications for Android and iOS or mobile browsers." Can you please specify what type of frequently used tasks should be accessible via mobile apps?	Frequently used tasks including data or information collection/input functions, dashboards, document libraries, and checklists/trackers should be accessible by mobile applications or mobile browsers. The browsers should be responsive.
3.2 Specifications of proposed system	Please specify where the system should be hosted. If in the cloud, please specify the preferred cloud type by GWPO.	Cap-Net has other services hosted on Amazons AWS. Cap-Net's host, GWPO, also has Microsoft Azure hosting capability so either of these options would work.
Data management and collaboration	The document lists the following requirements: • 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.	Cap-Net has other services hosted on Amazons AWS. Cap-Net's host, GWPO, also has Microsoft Azure hosting capability so either of these options would work.

	• Have an interface with the ability to integrate with other existing dashboards and data collection/information management systems such as Virtual Campus/Panorama. Please kindly specify all the third-party systems that needs to be integrated with the MEL Platform.	
Development, training& maintenance	The document states that "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." Please specify approximate number of trainees. Please also clarify if the training facilities are going to be taken care of by the Client. Does GWPO envision Training of Trainers who can later provide training to the new users joining?	The estimated number of trainees will be eight. The bidder must include in its proposal the details and modality of the training session(s). The training session(s) should be carried out virtually (with extensive documentation) and facilitate proper access to all trainees. The training session(s) can be carried out in a *Training of Trainers* modality for the eight administrators, and the successful bidder will develop and provide a user guidelines manual.

NEW QUESTIONS

General	Is the MEL system only for grantor or grantees also will use system for submitting applications / proposals?	The proposed system is for both. Networks, as grantees submit proposals for activities to be financed.
General	Should system carry out full process of grant management process, i.e., from Application to Proposal to Grant Awarding to Project? Or system should carry out only awarded/contracted grants?	The proposed system should carry out a process of grant management but not necessarily and invoice system since there is already another system used for that. The grant management process happens at an activity level for each network and includes proposal submission, review, approval, contract generation, and monitoring, evaluation, and learning (with both grantor and grantee involved) of activities and the indicators they contribute to.
General	Is there a process for Proposal evaluation that new system should carry out?	This process should be simple: a proposal form/page put in place (a template already exists as an online form currently) in the platform for networks to log in, input and upload the information, save (if they cannot continue at that moment) and submit for review. Notifications

		by email for the users/admins alerting them on the different steps of the process and when action is needed. Proposal process is tracked through a checklist/status page where every action (reviewing, approved, etc.) is visible in different ways for different users (for admin a global view of all proposals, for users a view of their own proposals). Once the proposals are approved a function to create a contract/document with automated completion of information
General	Apart from project ME framework should the new MEL system also carry out the digitalization of the corporate framework?	No, the MEL system will reflect the necessary areas of the corporate framework that need digitalizing.
General	Annual Work Plan – is this only on project level or system should also carry out on corporate level?	At both levels.
General	Does the MEL platform going to have an HR management component? If yes, please specify the functionality.	No. HR management is already set up in another system.
General	Should trainees be registered in the MEL Platform?	Ideally, although the successful bidder should also develop a user manual for new users in the future and visitors to the platform that have not been registered.
General	Is there existing system which data should be migrated? If no, are there existing data that should be mapped/converted to new system structure and imported?	Yes. Panorama is an existing data analytics system which the proposed MEL platform will have to integrate and import data from it, regularly.
General	Is the bidder expected to include hosting cost in the proposal or it is on the Client?	Estimated hosting costs should be indicated, and an agreement can later be reached if client will self-host or service provider will provide the service.

Requesting clarifications on the below-listed queries.

Would the workflow(s) need to be modified every now and then in which case we could offer a workflow designer module to allow for workflows to be added/modified/deleted?	Yes, the workflows might be modified now and then, particularly the pages/forms where users will input data. The designer module offered could be part of the training and user manual provided post system development.
Would it be possible to share more details about the mentioned "planning and budgetary processes"?	Functions related to these processes described must be integrated in the proposed system in the following manner. • *Annual Work Plan & Budget:* Gantt Chart style function/page for users to input data related to work plans and budgets that after completed can be viewed in a dashboard and can be tracked, reviewed, and approved. The work plan function should include timelines, deliverables, and other activity related information. Information from the workplans can be linked to other functions and pages. The budget-related information inputted by activity and line items should also be able to be tracked and viewed in a dashboard style page, including graphs with a breakdown of expenses and disbursed amounts. • *Contracts & Contract Tracking:* Document generated based on a predetermined template, once an activity proposal has been approved and automatically populated with required information from said proposals. Once the document/contract is generated, its information can be linked and tracked to expenses, invoices, and disbursements made. • *Invoice management:* The proposed system should not include and invoicing system just the functions of a page responding to a predetermined designed template where users can input the required information, and then the invoice/document and be automatically generated and downloadable

in the pre-designed form/template. having functions related to this process.

For the mobile application, can we use technology such as ReactNative to optimize the development efforts and cost?	Bidders are welcome to propose the technology that fits their proposed solution.
Would the mobile application be used by all the users including the admin? In which case the admin functionalities would have to be part of the mobile application?	Native mobile apps are not required; however, 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, this should include main tasks by admin users (for example, viewing all user dashboards, etc.)
What is the estimated duration for post-deployment services such as Hosting, data privacy, security, and loss protection?	While we cannot estimate the duration of post-deployment services, it is reasonable to expect that such kind of support would be required for the lifetime of the platform proposed, where applicable and depending on Cap-Net's capacity.
The RFP says " The system should have the 3-tier type of uses and support operations in at least 2-3 languages (English, French, Spanish, and Arabic)". Is there a preference for these languages?	English, Spanish and French.
Is there a requirement for Two Factor Authentication for login management?	While there is no explicit requirement, all security considerations should be made and included in the proposed solution.
Is it possible to share more info on the feature "Persona Creation"? Does this correspond to ROLES in the system?	The persona creation is the process the successful bidder should carry out to understand the needs of the different users of the MEL platform, and thus create the different personas or tier levels to cater the development of the system to each.

In the approval management process, apart from approved and not approved, would there be custom states to allow for modification by the users and re-review (different information, actions, and/or documents) to approve?	Submitted, reviewed, approved, request for more information, denied for re-submittal, and re-submitted.
In terms of iOS and Android is there a version compatibility information that can be shared? This is to ensure that legacy versions are to be supported or not?	Bidders are welcome to submit proposals on the best option for Cap-Net.
In what formats will the knowledge material be created and/or uploaded? If there are videos hosted on the server or third-party streaming servers?	It can include .doc, .xls, .pdf, .csv, .jpeg, .png, and should support common video file formats.
If office365 is already being used for document collaboration then what level of collaboration support would be needed from the application? Is the requirement beyond capabilities to share/access documents from this platform?	No. The system proposed should allow users to share, access, download/export and upload/import as the levels of collaboration support with Office365.
Is there a requirement for In-Application email support?	While there's no explicit requirement for in-application email support, bidders are welcome to make a proposal that fits their solution and our needs as defined.
For what purpose are " Virtual Campus/Panorama." systems being used currently?	The Virtual Campus is another platform Cap-Net has developed based on EdX software to carry out online trainings and education. Panorama is the data analytics function of the Virtual Campus where data (student profiles, grade reports, completion, etc.) is compiled, analyzed, and visualized. As part of Cap-Net's activities, the use of the Virtual campus and Panorama plays a major role in the Monitoring, Evaluation and Learning processes, and this the proposed system should take both platforms/systems into consideration to be able to easily migrate/import/export information and data from both these existing systems.
In what languages should the documentation be?	Detailed documentation in English will be adequate.

How many training sessions would need to be conducted?	This is up to the successful bidder; however, the training should comprise of minimum 2 sessions. 1 for explanation and 1 for pending questions after use.
Is it possible to share a ballpark budget allocation for the project?	Thank you for the question, this information cannot be disclosed at this time.

Procurement Team

GWPO

Global Water Partnership

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