TENDER INVITATION

Development, Maintenance and Hosting of an Institutional Web Site, Virtual Campus, and Mobile App

GLOBAL WATER PARTNERSHIP ORGANISATION/CAP-NET UNDP

Contents

1.   Objective

This call for a "Development, Maintenance and Hosting of an Institutional Web Site, Virtual Campus, and Mobile App" tender is part of a drive to revamp, modernise and improve Cap-Net's information technologies and communications (website, newsletter, app, social media) and delivery of training courses via the virtual campus (online, blended, Massive Open Online Courses, so called MOOCs), instructor-led courses, more courses, more topics, more partners, languages, diverse learning products, self-paced, "flag ship" courses on key topics with main partners, "Cap-Talk's" and webinars.

The revamping exercise also presents an opportunity to update content, materials and products aiming at seamless connection and alignment with UNDP Water and Ocean Governance Programme, Global Water Partnership, IHE-Delft Institute for Water Education as founding and key partners, serving better the 23 affiliated networks and over 40 international partners of Cap-Net.

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.

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.

Cap-Net is one of the delivery mechanisms in the Water and Ocean Governance Programme (WOGP) of UNDP, within the Natural Capital and Environment cluster of the Bureau for Policy and Programme Support (BPPS).

More information can be found at www.gwp.org and www.cap-net.org.

2.   Instruction to Tenders

2.1   Procurement Procedure

This is a selective competitive procurement procedure. Invited bidders will submit a written tender offer and GWPO will subsequently enter detailed discussions with one or more of the bidders. One supplier only may be awarded the assignment. It is 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.

2.1.1   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 Terms of Reference. Please note that each requirement in the specification is to be addressed separately, with clear reference to the requirements. For evaluation purposes, the tender should follow the same disposition as the Terms of Reference. The tender will include:

1. Developing a new version of Cap-Net´s virtual campus, including maintenance and hosting
2. Developing a new version of the Cap-Net web site, including maintenance and hosting
3. Developing a new Cap-Net mobile app for users to have access to information and resources through their smartphones, including maintenance and hosting.

Tenders should be complete and elaborate, including budgets and schedules, for each of the three products indicated above, and following specific needs described in Terms of Reference.

All costs must be included in the tender offer. The costs are to be specified in Euro, excluding VAT. The costs should be separated as indicated in the Terms of Reference. If VAT is applicable, indicate the VAT % to be charged separately, i.e., not included in the price of services.

The official language for the tender, contract, reports, and any other documents is English. The bidder is welcome to enclose brochures and other printed information, although the comments in the tender requirements should be listed as specified without relying on information in enclosures or elsewhere.

1. Brief description of the company / organization and an outline of recent experience on assignments of a similar nature. This should include how many certified developers are employed by the company full-time.
2. Proposed methodology and work plan for performing the assignment, along with comments or suggestions on the Terms of Reference.
3. 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.
4. 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.
5. The company should provide at least two references of customers in which a similar assignment was completed (contact person with email and telephone number).
6. Price breakdown in fees (showing unit rates) where appropriate for the development, maintenance and hosting of the three mentioned products. Maintenance and hosting fees can be quoted monthly or yearly.

Please also take note of the evaluation criteria described below.

2.3   Submission of Tender offers

The tender offer shall be:
⇒ Submitted in English with one (1) electronic version
⇒ Complete with all relevant 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 services for the Development, Maintenance and Hosting of an Institutional Web Site, Virtual Campus, and Mobile App" to the following address: procurement@gwp.org
⇒ Be marked as confidential
⇒ Specify an e-mail address of the supplier to which potential clarifications may be sent

By submitting a tender, the bidder confirms that the company:
• is registered in the professional and trade registers in the country where the supplier is based (certificate may be requested by GWPO where appropriate).
• 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 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 **17:00 on 16 September 2019**. 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 Tenders
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 sent by an authorized representative in an email to procurement@gwp.org and marked "Tender services for the Development, Maintenance and Hosting of an Institutional Web Site, Virtual Campus, and Mobile App".

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 email procurement@gwp.org. GWPO will respond in writing (via email) to any request for clarification of the tender invitation that it receives prior to the closing date of the tender. GWPO/Cap-Net UNDP's response to all questions (including an explanation of the query without identifying the source of enquiry) will be sent to all bidders via e-mail and 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 and Cap-Net UNDP 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 proposed solutions and ability to meet the Terms of Reference (e.g., similar assignments, approach, work plan etc.)	*60%*
Cost for developing, maintenance and hosting	*35%*
References	*5%*

GWPO/Cap-Net UNDP may in writing ask any bidder for clarification of any part of its tender 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.

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, enabling teamwork between the developers and the Cap-Net staff. A launching 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 October 2019 and be completed by end of January 2020.

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. If such discussions are unsuccessful, GWPO may invite the second rated bidder for discussions. GWPO is not bound to select any of the tender offers submitted.

Terms of Reference

1. New Virtual Campus

In 2015, Cap-Net officially launched its Virtual Campus (campus.cap-net.org), as an innovative platform to support water capacity development. Fully functional in English and Spanish, the campus performed with excellent results in recent years, delivering more than 25 instructor-led courses, as well as some blended courses.

The current version of Cap-Net´s campus is built on a word press platform, following recommendations and an evaluation which took place in 2014. This platform presents a series of limitations for continuous growth of online learning activities, such as delivery of MOOCs (Massive Open Online Courses), in addition to instructor-led courses.

Further to this, and after 5 years of operation, the current campus has other technical and operational limitations which require a new platform. Technologies in the field of online learning have evolved rapidly. New and more efficient options are now available which result in an increased outreach capacity (more courses, more participants), through a more efficient course management (less staff time requirements).

The new virtual campus may be based on a Moodle Platform as well as a cloud-based platform, such an EdX or similar. Interested providers are invited to present their tenders, justifying their suggestion for the type of platform and service provision which best serves Cap-Net´s interest to sustain its leadership as online water capacity development provider.

The tender should include a detailed budget clarifying development, technical maintenance and hosting as well as number of participants which may take online courses simultaneously, available features, and number of courses which may be delivered simultaneously.

A detailed work plan describing a time schedule for the development of the new virtual campus should also be incorporated in the tender. A description of the maintenance and hosting arrangements should be included with fees quoted for monthly or yearly.

a) Description of the virtual campus
The campus is a platform where MOOCs, instructor-led, and blended courses will be regularly delivered.

Style, look, branding
- The virtual campus should be tailored to Cap-Net communication style and brand, in close collaboration with the Cap-Net secretariat.

- The new virtual campus will be linked to the institutional Cap-Net web site (www.cap-net.org) which is also under the process of being updated. Both the campus and the new web site will be aligned in terms of design, colours, and style. A specific section in the institutional Cap-Net site will be the home page for the virtual campus.

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Functionality and languages

- User friendly, modern, and clear design are a must-have. Tenders showing expertise in the development of similar platforms are of advantage. The tender should explain and give proof of these aspects, demonstrating to managers and course participants views that the platform is efficient and easy to use and follow.

- The new virtual campus must be multilingual, initially English and Spanish, and with the capacity to add other languages.

Virtual campus technical aspects, support, maintenance and hosting

- The virtual campus will be managed by a campus coordinator, IT and communications specialists working together with the Cap-Net secretariat. The campus coordinator and IT specialist will interact with the site developers who will also provide technical support and general maintenance and hosting.

- Technical support should be available to bring solutions to immediate problems as well as ensuring an overall functioning of the virtual campus platform, including regular software updates and backups.

- The virtual campus, and all its activities, should be fully administrated from a user-friendly backend. The campus coordinator, members of the Cap-Net secretariat, and other users as course facilitators are not expected to be familiar with web design and programming and this should not be a limitation to fully administrate the virtual campus.

- The virtual campus should also enable the use of backend mechanisms such as exporting files to Excel in terms of various analytics: participants information, forums interaction, and other information which is automatically populated for reporting purposes.

- Participants are not expected to have a high level of computer understanding or be familiar with ICTs. The platform should run on various operational systems and web browsers (windows, Mac, and internet explorer, Chrome, Firefox, etc.). A basic internet connection should be good enough for participants to take part in any course, considering most users are based in developing countries.

- The campus should be operational in computers, tablets, and smartphones.

- A **user guideline** showing the functioning of the platform and it´s various tools should be provided. This guideline should contain information for the campus coordinator, course facilitators, course participants, and any other type of platform users.

- The campus developer should provide minimum **training** sessions to the Cap-Net secretariat staff member about the use and management of the new virtual campus. This may be required numerous times subject to new staff joining.

- The tender should suggest and justify the most recommended software and methodology to develop the virtual campus.

b) Courses management

- The platform will host various courses simultaneously. Each course should be individually managed.

- Specific management and user "powers" should be given different users, such as course coordinator and/or facilitators and to course participants.

- Online courses may be MOOCs (completely self-paced), instructor led, or blended.

- An **online application form** may be included when desirable and for specific courses.

c) Courses features

The platform will enable that **courses are structured in modules**, where each module may include:

- A space for text and pictures which introduces each module and it´s various elements (goal, learning objectives, activities, compulsory readings, etc.)

- The possibility to add various logos, giving visibility to all course partners.

- Embedded videos and voice recorded Power Point presentations.

- Embedded games or similar interactive tools.

- Links to different type of documents and files and the possibility to add a brief description of them.

- Links to other websites.

- Multiple "discussion forums" where all participants may participate.

- An online quiz (single choice or multiple-choice questions) and other type of exercises (connect with arrows, etc.)

- A form to make questions or surveys

- The possibility for facilitators and participants to send e-mails (with attachments) to any or all course participants.

- The possibility for participants to submit documents (e.g. individual responses to assignments).

- The possibility for facilitators and course coordinators to grade participants.

- Certificates: the campus will be able to prepare specific course certificates, following a template. This template will enable the inclusion of various course partners logos and signatures from partners. Participants should receive certificates as PDF documents.

d) MOOCs

Further to the course features described above, on MOOCs:

- Participants will be able to register in the campus and start taking a MOOC at any time.

- Further information fields may be solicited in specific MOOCs before starting.

- Participants will be able to login to the campus and to the specific MOOC and return to the point where they left their progress.

- Participants who complete a previously selected number of activities (quizzes, and other self-paced activities) will receive a certificate which will be automatically prepared by the campus. Participants will be able to download this certificate as a PDF document.

- Complete analytics will be available for each MOOCs and all its participants (more on analytics below).

e) Users registration, database and analytics

- Participants interested to take an online course should find a simple process to register in the campus with a username and password. Some basic information may be solicited, name and surname, gender, country and organisation (to be agreed with the developers)

- Participants may change their password, add a profile picture and other elements which describe their profiles. More fields may be included, such as subject expertise.

- The process of adding participants to a specific course (specially for instructor-led or blended courses) should be simple and as much automatic as possible.

- User information should feed a **database of the virtual campus users** which will include major fields (name, surname, gender, country, organisation, e-mail). This database should be downloadable as an excel document.

- **Analytics**: the campus should offer wide analytics showing users level of participation in each course they take. Analytics per course and per participants should be downloadable as an excel:

- o Course(s) taken
- o Completion level in each course
- o Detail on quizzes and other activities responded, per course
- o Participation in forums, number of posts per forum, per course
- o Clicks opened (web sites, readings, videos), per course
- o Documents downloaded, per course
- o Documents submitted, per course
- o Number of logins (with dates and time), per course
- o Length in time for Loggins, per course

f) Webinars

A state-of-the-art teleconference software should be available, allowing participants to talk, have video, share and work on common documents, and a moderator facilitating discussions and interactions. This facility should be available as part of the courses and for ad-hoc uses, as standalone webinars.

The tender should include a recommended software for webinars and teleconferences, describing main features for presenters and participants, clarifying the maximum number of participants, and specifying various details such as chat facility, sharing documents, white board, and recording. A user-friendly selection is mandatory, considering participants registration in a specific webinar, access, and functionality.

2. New Website

The Cap-Net web site is its main vehicle for rapid dissemination of information and materials. Download figures show that there is a large demand for access to Cap-Net materials. After a substantial overhaul of the web site in 2014, it is time for renovation, modernisation and updating. Improving the use of social media for information dissemination and exchange and issue a monthly newsletter together with exploring the use of technologies for improved water management and productivity is of fundamental importance.

The Cap-Net web site, www.cap-net.org is the home of all Cap-Net´s activities and information. As a global network of networks for capacity development, the web site is expected to ease access to various types of information:
- ▪ Home page: main messages, coming activities, outstanding news

- ▪ Institutional information, about Cap-Net, staff, reports, work plans, etc.

- ▪ Networks & partners: updated information on affiliated networks and international partners.

- ▪ Expertise search: a search engine based on an internal database of subject experts, facilitators, countries, organisations (amongst other fields)

- Resources: an entry to a digital library of various types of knowledge and learning materials

- Virtual Campus: a specific section within the web site will act as home page for the virtual campus, presenting a list of courses linked to the virtual campus.

- News, events, newsletter: latest news and newsletter subscription.

- Others: search engine, site map, contact form, etc.

a) Basic needs

- The new website should have a modern look. It should be user-friendly with regards to the content management system and various functional upgrades.

- It should be operational in computers, tablets, and smartphones.

- It should be multilingual.

- Analytics, all users, desegregated by regions/countries, number of visits, downloads, page views, unique page views, average time in page, entrances, bounce rate etc.

- The tender should describe and justify the election for the suggested software for the Cap-Net site and detailed description of all technical aspects associated to the development and operation of the site. A very user-friendly back-end interface is mandatory, allowing members of the Cap-Net secretariat to maintain the website easily, generating changes without the need for IT specialised assistance, and easily translating specific sections and managing the multilingual function.

- The tender should include at least two examples of sites developed which serve as an example of the type of web site suggested.

- The tender should also include training sessions for the Cap-Net secretariat staff.

- The tender should include description of a maintenance service provision including software upgrades, hosting arrangements, and back-up with fees quoted monthly or yearly.

- The tender should also consider migrating many of the documentation which is available at the current Cap-Net web site.

b) Organisation and sections description

The new web site should have important changes in six main sections:

- **Networks & partners**: this section presents information of the various members and partners of Cap-Net who constitute a large value of what Cap-Net is. The new site

should expand this value, increasing visibility of members and partners. An innovative, visual way of structuring and presenting the information is expected. The tender should suggest an approach for this. The use and combination of maps (including Google maps), pictures, and text is welcomed.

▪ **Resources**: this section serves as a gate to various types of resources, some as simple as link (to the Water Channel for example), while others are on their own an important sub-section: training materials; jointly with GWP presentation and inclusion of a redesigned IWRM Toolbox (Integrated Water Resources Management)– which is interactive and co-owned by its very users for ensuring effective IWRM implementation on-the-ground.

This section will be thoroughly revised in collaboration with the Cap-Net secretariat. Some sections, as training materials, will have a complete renovation. Instead of having simple list of documents, the new site will include various "topic pages" where a compendium of different resources will be available per topic:
  o Brief topic introduction
  o Featured picture for the topic
  o Partners logos (showing specific partners per topic)
  o Embedded videos
  o List of documents (with limited text presenting them)
  o Links to other web sites
  o Upcoming events on each topic

▪ **Virtual Campus:** Instead of being inserted within the "resources" section, the new site will have a specific section which will become the home page of the virtual campus. This home page will serve to present information on the campus and a list of past, ongoing, and coming online courses. Each course will be presented with a picture for the course and a short description. Different parts of this section will be linked to the Cap-Net virtual campus. Jointly with IHE-Delft include direct access to some online courses not necessarily development or conducted by Cap-Net.

▪ **Communications:** The social media link buttons should be visible and of easy access. The website should include a direct access to sign up to MailChimp.

▪ **Cap-Net's Monitoring, Evaluation, and Learning Plan (MELP)**: Cap- Net is a result-based management organization which needs constant feedback, learning and improving. Existing and future plans have to be regularly improved and developed based on the lessons learned from monitoring and evaluation. The new website should allow creation of online templates for reporting, gathering, collation and information processing, web-based tools for outcome evaluation, guideline for result categorization, and overview of the contents of outcome evaluation report.

▪ **Web hosting, e-mail and mailchimp accounts, backup and problem solving:** The tender for the new web site should also include hosting, back up, and problem-solving

services. In addition, Google based e-mail accounts and mailchimp accounts should also be considered in the tender.

3. New Mobile App

The Cap-Net in your pocket app released first in 2016 on Play Store (Android), and 2017 on the app Store (Apple) has provided a platform for instant learning and popular with young water professionals. The app enables users to access training material, as well as online courses running on the Cap-Net Virtual Campus and the latest news from the networks. The Cap-Net in-your-pocket-app will require further development, increased publicity and marketing, improved push functions and uploading of material and analytics on who is using and accessing the App.

To complete its communication and online products, Cap-Net looks forward to having an upgraded mobile App. The app should be available for download in all types of smartphones. Meaning that it should be accessible for download in both existing major operational systems iOS and Android.

a) Information architecture
The App will be an entry point and easy access to Cap-Net latest information and institutional information
- Outstanding news
- Ongoing and coming activities, opportunities, interesting news
- Contacts from affiliated networks and partners
- Link to the mobile version of the virtual campus
- Access to selected training materials
- Use analytics

b) User Interface (UI)
- Schematizing each of the screens with which the user will interact
- The branding of the app shall be aligned to the Cap-Net website and Virtual Campus. The app should be multilingual (English and Spanish).

Sitemaps, flowcharts, wireframes of interactions and other key development structures for the app should be created.

The tender for the development of the app should describe the software to be used in its development, and justify its selection based on functionality, weight, and operational speed. Maintenance and hosting should be described fees quoted either monthly or yearly.

It is important that the App and web site are synchronised, therefore this is an important consideration which the tender should cover.

Estimated Timetable

- Submit tender to: procurement@gwp.org: by 16 September 2019
- Selecting supplier: 17 - 25 September 2019
- Signing Contract: by 30 September 2019
- Completing the development assignment: by 31 January 2020

Contract

The tender and Terms of Reference form part of the contract. The contract will be for an estimated period of four months for development (negotiable, based on work plan and deliverables) extended or renewed annually for support, technical maintenance and hosting. The parties have the right to terminate the agreement with a minimum of 15 days' notice. The contract becomes effective when it has been signed by both Parties. The documents are to be in English.