TENDER INVITATION

Digital Solution for Business Process Management System

GLOBAL WATER PARTNERSHIP ORGANISATION
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1. Objective
To identify a supplier who will provide the GWPO Secretariat with a user-friendly digital solution for comprehensively managing business processes at GWP. A solution may be a single digital tool 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
The Global Water Partnership (GWP) is a multi-stakeholder international action network created in 1996 to foster the implementation of integrated water resources management: the coordinated development and management of water, land, and related resources in order to maximise economic and social welfare without compromising the sustainability of ecosystems and the environment.

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

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

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

Our Vision
A water secure world.

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

Our Unique Value
GWP mobilises action on the global water crisis through a unique combination of social capital, shared values, credibility within the global water community, bottom-up orientation, and expertise. A network of networks, we ensure the ‘voices of water’ can influence local, national, regional, and global development priorities. We are committed to our role as a neutral convener and respected for our focus on inclusiveness and sustainability.
Our Work
We prioritise opportunities where key global or regional policy frameworks bring leadership focus, progress measurement, development partner action, and potential for financing. Specifically, we target the following Anchor Areas:
- Water solutions for the Sustainable Development Goals
- Climate resilience through water
- Transboundary water cooperation

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

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

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

Our Values
Inclusiveness | Openness | Transparency | Accountability | Respect | Gender sensitivity | Solidarity

The GWP Organisation (GWPO) was established as an intergovernmental organisation in Sweden. It is managed by the Executive Secretary who is answerable to the Steering Committee (SC). The SC oversees policy and approves the work programme and budget of the GWPO. The SC and its Chair are appointed by the Sponsoring Partners, comprising the ten founding members of the GWPO.

The GWPO Secretariat manages GWP’s finances and reports on funding received at the global level. It also helps with the exchange of knowledge and resources and ensures communication and coherence across the Network. The Secretariat of GWPO is located in Stockholm, Sweden. The Secretariat staff normally stands at 25-30 members recruited from all parts of the world. The staff is composed of administrative and operational/scientific/technical positions. More information can be found at www.gwp.org.
2. Instruction to Tenders

2.1 Procurement Procedure
This is a 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 important that all terms and conditions contained in the tender invitation are fully followed.

NOTE: GWPO as an inter-governmental organisation is not bound by the Swedish procurement act. This tender invitation does not obligate GWP to contract for the supply of any products or services.

2.2 Content of Tender Offers
Bidders should offer services for the complete assignment as defined in the Specification of Requirements. Please note that each requirement in the specification is to be addressed separately, with clear reference to the requirements. For evaluation purposes, the tender offer should follow the same disposition as the Specification of Requirements. The offer will include:

- Description of offered solution(s)
  - A detailed document indicating features, capabilities and use cases of the offered solution and how it fits to the specification of requirement. Refer to Specification of requirements for outcomes required by GWPO.
- Offer letter indicating costs
  - Indicating all costs excluding VAT related to the implementation of the solutions as well as its ongoing costs for regular use.
- Customer reference document
  - Brief note (1 page at max): Indicating the name and website of the referenced customer, the use case for the referenced customer, specifics of the service/solution delivered and end outcome/impact for the referenced customer.

All costs must be included in the tender offer. The costs are to be specified in Swedish Kronor or Euro excluding VAT, in the manner set out in the specification. The GWPO indicative budget ceiling is 60,000 Euro, excluding VAT.

The bidder is welcome to enclose brochures and other printed information, although the comments in the offer to the tender requirements should be listed as specified without relying on information in enclosures or elsewhere.

Please also take note of the evaluation criteria described below.
2.3 Submission of Tender offers

The tender offer shall be:

⇒ submitted in English to procurement@gwp.org.
⇒ Complete with all relevant company names, address, contact persons and e-mail address, VAT-number (or other relevant tax registration number)
⇒ signed by authorised representative of the bidder
⇒ considered as confidential
⇒ specifying an e-mail address of the supplier to which potential clarifications may be sent

By submitting a tender, the bidder confirms that the bidder:

- is registered in the professional and trade registers in the country where the supplier is based (certificate may be requested by GWPO).
- has not been convicted of any criminal offence and is, if requested, able to produce an extract from a legal register, or in the absence of such a register, a certificate issued by an authorized legal or administrative authority in the country of origin or in the country where the supplier is based, as means of proof.
- is not in debt with either the tax authority or the enforcement service regarding the payment of any required taxes and/or social security contributions (certificate(s) may be requested by the GWPO where appropriate). VAT-number, if any, should be stated.
- is, if requested, able to present adequate papers proving that they have not been convicted of any crime concerning the exercising of a profession, been the subject of a legal verdict or been found guilty of gross misconduct whilst providing a professional service.
- is not bankrupt or currently the subject of bankruptcy proceeding, compulsory liquidation, compulsory management arrangement or accord. The bidder also confirms that they have not cancelled payments or been made the subject of a trading ban or any other similar arrangement
- does not feature on the list of EU restrictive measures, which is published on the following website: www.sanctionsmap.eu.
- has not been engaged in wrongful conduct such as fraud, corruption, money laundering, child labour, trafficking, etc.

The bidder also confirms that the company has the financial capacity, as well as the technical, quality assurance, research and development capacities and abilities for the assignment/fulfilment of the bidder’s contractual obligations.

Certificates and other proof as stated above may be requested by the GWPO where appropriate. Note that certificates should only be supplied upon separate request from GWPO. Bidders failing to produce proof if requested by GWPO will be disqualified.

To verify that the exclusion and qualification criteria are fulfilled, GWPO may acquire information from a credit-reporting bureau.
2.3.1 Closing Date for Submission of Tender
Final date for receipt of tenders is midnight, Central European Time on March 05, 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 on the first working 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 questions regarding the invitation to tender, please contact GWPO via email: procurement@gwp.org. GWPO will respond to requests for clarification 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 or if the tender price exceeds the indicative budget ceiling.

2.4.2 Evaluation Criteria
The second stage consists of an evaluation of the tenders according to the evaluation criteria listed below.
<table>
<thead>
<tr>
<th>Evaluation Criteria</th>
<th>Relative Importance</th>
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<tbody>
<tr>
<td>Total cost of acquisition*</td>
<td>20%</td>
</tr>
<tr>
<td>Proposals relevance to the system requirements definitions including the specified outcomes</td>
<td>55%</td>
</tr>
<tr>
<td>Post implementation support including training, Service Level Agreement support, future development potential</td>
<td>15%</td>
</tr>
<tr>
<td>Customer references relevant to system requirements**</td>
<td>10%</td>
</tr>
</tbody>
</table>

* Total cost of acquisition includes all one time and recurring charges based on best effort estimate by the bidder. The tender should be based on 40 staff users and 100 network members. 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, implementation charges, manual development, user onboarding charges, training, etc.
- Component B: Specify All recurring costs incurred in year 1 of the solution’s operation after successful implementation and user onboarding.

**Customer references need to be provided at first as a brief description of service, relationship, 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 GWPO.
- 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.

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.

2.4.3 Award of assignment
GWPO will enter 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.

The draft contract including commercial conditions for the services can be found below the Specification of Requirements. By submitting a tender offer, the bidder confirms that it accepts the conditions described in the draft contract. If a bidder wants to include divergent conditions, these should be clearly stated in the tender offer.
Specification of Requirements

1. General requirements
   - The entire solution(s) should be digital and cloud native, globally accessible via modern browsers (Chrome, Firefox, Edge, etc) and have applications or interfaces for all or frequently utilized user tasks via native smartphone applications for Android and iOS.

2. Program and Project Management
   - The solution(s) should enable GWP Staff members and collaborators to ideate, validate, visualize, manage activities & tasks, as well as track and close projects with the possibility to have project templates and multiple unique properties for each such project.
   - The solution(s) should enable GWP staff members and collaborators to connect different projects and hence build programs/portfolios-based on user choice as well as standardized grouping based on unique properties common to different projects.
   - The solution should have a global view of all projects, activities, and details such as progress. This should also have an option to be represented in a graphical format e.g., Gantt Chart.
   - Within project and program management, there should be functions to understand and display in a graphical format: milestones, membership, financial information (budget and actuals) – GWPO’s financial management is via Microsoft Dynamics NAV, partnership details, Risk, Decision logs, subroutines, and processes connected to project and programs.
   - The solution(s) should enable GWP staff members and collaborators work on project budgets including the ability to do resource planning & cost-revenue forecasting alongside actuals derived from the financial system (Dynamics NAV).

3. Planning and process management
   - The solution(s) should enable GWP staff members and collaborators to self-create unique customized workflows suiting individual and organizational process requirements with key functionality for approvals, reviews, milestone management and sequential steps management.
   - The solution(s) should enable the connection of such planning and process management functions to other functions like project and program management, partners database and so on.
   - The solution(s) should have an option to cumulatively display and export finalized work-plans, activities, project portfolios in a singular view.
   - The solution(s) should match the current requirements that we have when developing the content and budget of the GWPO workplan. Some specific planning needs that GWPO has, that we hope the new system meets include:
     - Setting up activity sheets including individual tasks
     - Adding task description + outputs
     - Allocating staff time to the tasks
- Allocating travel and other costs to tasks
- Tagging tasks by specific projects
- Consolidating budget (staff costs, travel, other costs) by activity sheet
- Calculating overall budget according to internal budget categories
- Tracking task implementation progress and output completion

4. Knowledge management & document handling
   - The solution(s) should enable GWP staff members and collaborators to discover, capture, curate, and circulate knowledge material in the form of both quantitative information and qualitative narrative information.
   - The solution(s) should enable GWP staff members and collaborators to intuitively collaborate on files and documents across the organization preferably using its existing Office 365 secure document handling solution (SharePoint/OneDrive).

5. Time reporting
   - The time reporting tool should enable GWPO to have its staff members report time on specific projects and activities/tasks within projects on a daily, weekly, or monthly basis.
   - The time reporting tool should enable GWPO to have its staff members report time off and reduced availability (sick leave, vacation, flex hours).
   - The time reporting tool should have an option where administrator can assign time off and reduced availability to all users, e.g., for holidays and other such activity.
   - The time reporting tool should enable GWPO to have its managers and senior management staff approve/reject and adjust time reported by specific staff members on specific projects based on the organisational structure (reporting relationships for projects as well as line management)
   - Time reporting tool should enable GWPO to have its administrative and finance staff as well as designated super users manage the structure of projects, activities, and other organisational relationships.
   - The tool should also be available for reporting time offline via mobile applications on android and iOS devices, with automatic sync when device gets online.
   - These time reports and various other data should be exportable in open formats.
   - The time reporting function should be interconnected with other functions like project and program management, planning and process management.

6. Reporting and data extraction
   - Solution(s) should enable GWPO staff members and designated super users to extract standardised as well as custom data sets from the tool for their reporting needs.
   - Solution(s) should enable GWPO administrative and finance staff as well as designated super users to build custom reports with visuals and tabular data. OR the dataset should be directly and on live basis be accessible to GWPO’s reporting tool (Power BI) for the purpose of creating custom reports and
visualizations as well as embed these reports into different other functions, e.g., program and project management.

7. Integration with Finance and HR system, and Office 365
   - Solutions should have the ability to import master data from GWPO’s finance and accounting tool (Dynamics NAV) for staff details, projects, activities, etc.
   - Solutions should have the ability to export transactional data in specific report formats (to be specified while in implementation phase) to be exported to GWPO’s finance and accounting tool (Dynamics NAV).
   - Solutions should be SSO enabled and ready integration with Office 365 user credentials for GWPO’s Office365 tenant.
   - The time reporting function of the solution should have the ability to interact with GWPO’s HR Management System BambooHR via APIs. BambooHR is used by staff for inputting leave, travel, etc. Also managed on this system are processes such as onboarding, offboarding, performance management, training information, HR Analytics, etc., as well as the Applicant Tracking System for recruitments.

8. Integrate with or replace Line of business applications
   - Partner database
     - Currently GWPO’s partner’s database exists on Salesforce. If the solution doesn’t achieve the equivalent or better functionality by itself then the solution should be able to interact with the existing salesforce database via APIs.
     - The solution(s) should enable GWP staff members and collaborators to list, classify and flag different stakeholders/partners as organizations and individuals.
     - The solution(s) should enable for each such partner the ability to keep track of project and program relationships, activities, unique configurable properties, risks, processes, and agreements/contracts.
     - The solution(s) should enable the use of this partners database to be integrated into different other functions, e.g., for project and program management, knowledge management, etc.
   - Resource Mobilization
     - Currently GWPO’s Resource Mobilization tool is built using Airtable. If the solution doesn’t achieve the equivalent or better functionality by itself then the solution should be able to interact with existing Airtable via APIs.
     - The solution(s) should enable GWPs Resource Mobilization team and network partners to create, manage, follow up and connect different leads for funding and collaboration opportunities.
     - The solution(s) should have a modern dashboard and integrated reporting functions to quickly get overview of past, current and upcoming engagements with different partners & donors (customers).
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 Peter Repinski in his capacity as Interim 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

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 Peter Repinski 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
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 daily fee 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 witholding 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 Expert fails to invoice GWPO for Services performed within four months after the month the Services were performed, the Expert 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:

<table>
<thead>
<tr>
<th>Description</th>
<th>XXX</th>
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<tbody>
<tr>
<td>Account holder</td>
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</tr>
<tr>
<td>Account Number</td>
<td></td>
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<tr>
<td>Account/IBAN No</td>
<td></td>
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<td>SWIFT/BIC /Sort Code</td>
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<tr>
<td>Bank</td>
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<tr>
<td>Bank address</td>
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**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*

..unterline..Peter Repinski

Interim Executive Secretary, Global Water Partnership Organisation

Date and place.................................

*For and on behalf of the Consultant*

..unterline..Name

Title, the Consultant

Appendix A Terms of Reference

Appendix B Standard Conditions for Consulting Services, dated 25 June 2014