TENDER INVITATION

Telephony Services

GLOBAL WATER PARTNERSHIP ORGANISATION
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1. **Objective**

To identify a supplier to provide telephony services at the GWPO Secretariat. The provider will do so while maintaining the currently existing GWPO telephone numbers, lines and associated services to guarantee business continuity and collaboration within the organisation and with external partners.

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 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 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 if they are going to submit a tender. 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

- Full cost breakdown as per attached cost sheet
- Description of offered services as per the Specification of Requirements
- Customer Reference(s)

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 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 CET, **25 March 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 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.

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.

<table>
<thead>
<tr>
<th>Evaluation Criteria</th>
<th>Relative Importance</th>
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<tbody>
<tr>
<td>Proposal demonstrates ability and capacity to meet the Specification of Requirements.</td>
<td>40%</td>
</tr>
<tr>
<td>Cost</td>
<td>30%</td>
</tr>
</tbody>
</table>
Bidder provides comprehensive and clearly defined migration and onboarding process and other project management procedures.  

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<tr>
<th>Provision of at least 2 references for having provided similarly specified mobile telephony service for other businesses/organisations.</th>
<th>10%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flexibility, inter-operability, and adaptability of service provider.</td>
<td>5%</td>
</tr>
<tr>
<td>Extra add-ons and other value additions proposed by bidders including provision for future improvements.</td>
<td>5%</td>
</tr>
</tbody>
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GWPO may in writing ask any bidder for clarification of any part of its proposal to assist in the examination and evaluation. GWPO may also invite any number of bidders to present or otherwise confirm the services, or parts thereof, followed by a question and answer session. The presentation will be held in Stockholm, Sweden, or by videoconference/internet.

### 2.4.3 Award of assignment

GWPO will enter 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.

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

GWPO will enter into a three-year framework agreement, with the possibility to extend the agreement twice for one year, with the provider whose services support:

1. Native provision where provider directly manages the subscriptions, SIM activations (including eSIM).
2. Flexible and competitive data, voice, MMS and SMS plans for Sweden including EU plus EFTA countries and good rates for international roaming for data, voice, MMS and SMS.
3. A self-service portal allowing GWPO administrators to manage users, licenses, subscriptions, costs, security, and other variables for all users through one intuitive interface.
4. Collective invoicing delivered electronically or downloadable from self-service portal.
5. Good network signal coverage in Sweden with guaranteed network uptime.
6. Call management features are expected add-ons. These should include but not limited to; caller id, call forwarding, custom greetings, call blocking, system call forwarding, callback/call waiting, call routing, call transfer, voicemail, voicemail to text, voicemail to email, multiple voicemail recording, music on hold, speed dialing, speakerphone, auto message.
7. Fixed mobile convergence allowing for mobile and fast telephony over cellular networks.
8. Virtual receptionist services where calls made to main office lines are routed to appropriate channels, person or team.
9. Porting and retention of existing lines and related services.
   a. Porting and retention of existing main office number.
   b. Porting and retention of existing fax number and online faxing service. Faxes sent to the number are forwarded to a designated email mailbox.
   c. Porting and retention of existing SIP Trunking number for use for security access management at office premises.
   d. Porting and retention of existing and in use fast telephone and mobile numbers. Each staff has an assigned fast telephone and mobile number where these two numbers share the last four digits.
   e. Ability to retain a pool of fast telephone and mobile numbers that can be assigned to new users.
   f. Ability to retain fast telephone and mobile numbers in a pool after a user’s subscription is terminated.
10. Customer support channels for handling and escalation of support tickets with a Service Level Agreement (SLA) for resolution of raised issues. This should also include an Account Manager for handling of customer queries.
11. Unified Communication features are expected. These can include but not limited to; instant messaging, presence information, audio and video calling, softphone, and integration with collaboration services E.G Microsoft Teams, express conferencing,
12. While GWPO has up to now purchased mobile devices separately, would be providers can make proposals on competitive offers for an all-inclusive package that has mobile devices as well as telephony services. Please keep specification of costs separate as GWPO is not obligated to also get mobile devices from provider.

13. Clearly defined migration and onboarding process and other project management procedures by bidder.