

TENDER INVITATION

Framework Agreement

For

GWP's Website

**GLOBAL WATER PARTNERSHIP ORGANISATION
(GWPO)**

STOCKHOLM

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www.gwp.org

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Objective

The Global Water Partnership Organisation (GWPO) is procuring a supplier for a Framework Agreement of GWP's website (www.gwp.org) and all sub-sites (e.g., 13 regional sites, microsites, etc.), which includes:

1. Website development
2. Website support, service, and maintenance
3. Hosting

The requirements are outlined in the **Terms of Reference** below.

About Global Water Partnership

The Global Water Partnership (GWP) vision is for a water secure world. The mission is to advance governance and management of water resources for sustainable and equitable development. GWP is an international network created in 1996 to foster the implementation of integrated water resources management (IWRM). The GWP Network currently comprises 13 Regional Water Partnerships and 62 Country Water Partnerships, and includes over 3,000 Partners in more than 180 countries.

The Network. The Global Water Partnership is a non-profit action network with a focus on water resources management and development. It is a multi-donor funded network focused on facilitating and supporting countries in change processes for the sustainable management of their water resources. The GWP Network includes States, government institutions, intergovernmental organisations and NGOs, academic and research institutions, companies, and service providers in the public sector.

The Organisation. The GWP Organisation (GWPO), established as an intergovernmental organisation in Sweden, is managed by an Executive Secretary who is answerable to the Steering Committee (SC). The Steering Committee 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. The Secretariat manages GWP's finances and reports on funding received at the global level. It also helps with the exchange of knowledge, resources, and ensures communication and coherence across the Network. The Secretariat of GWPO is in Stockholm, Sweden. The Secretariat staff force normally stands at 25-30 staff members recruited from all parts of the world, with around half of the staff being permanent Swedish residents. The staff is composed of both administrative and operational/scientific/technical positions.

GWP has built up a network of **13 Regional Water Partnerships (RWPs)**. These bring together various sectors and interest groups to identify and discuss common water problems and to develop action plans based on integrated water resources management. They have their own operational strategy, work programme, and administrative structure. The RWPs are attached to host institutions that administer funds and employ staff on their behalf.

Instructions for Tenders

Procurement Procedure

This is a competitive procurement. Bidders will submit a written tender offer and GWPO will subsequently enter into 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.

Submission of Tender Offers

The tender offer is to:

- ⇒ Be submitted in English in one (1) electronic version
- ⇒ Include all relevant individual/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 for a Framework Agreement for GWP's Website** to the following address: procurement@gwp.org
- ⇒ Be marked as confidential
- ⇒ Specify an e-mail address of the supplier to which clarifications may be sent

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

- 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 individual/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.

Content of Tender Offers

Bidders should offer services for the complete assignment as defined in the Terms of Reference (see below). 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 Terms of Reference. It should be delivered as a turnkey solution, ready for GWPO to use. A more specific list of “Content of Tenders” is listed after the Terms of Reference in this document.

Closing Date for Submission of Tenders

Final date for receipt of tenders is **17:00 on June 10, 2018**. GWPO may extend the final date for any reason, including requests from invited bidders to do so. Tenders received after the final date of receipt of tenders will be disregarded.

Cost of Tender

Costs for the preparation of tenders will not be reimbursed.

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.

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).

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 for a Framework Agreement for GWP’s Website**.

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.

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'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.

Tender Evaluation

The evaluation of tenders will be carried out in two steps.

Exclusion and Qualification Criteria

First, 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 (if any).

Evaluation Criteria

The second stage consists of an evaluation of the tenders according to the evaluation criteria listed below.

Evaluation Criteria	Relative Importance
<i>Quality of proposed solutions and ability to meet the Terms of Reference (e.g., similar assignments, approach, etc.)</i>	60%
<i>Cost</i>	25%
<i>Service Level Agreements</i>	10%
<i>References</i>	5%

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.

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

Objective

The Global Water Partnership Organisation (GWPO) is procuring a supplier for a Framework Agreement of GWP's website (www.gwp.org) and all sub-sites (e.g., 13 regional sites, microsites, etc.), which includes:

1. Website development
2. Website support, service, and maintenance
3. Hosting

Current arrangements

- One EpiServer CMS version 10.4.2.0 on a dedicated server. Test site is located at the partner.
- Integration to Salesforce and Mailchimp (Salesforce and Mailchimp are also synchronized between each other).
- Elastic search for both free text and tagged content.
- GWP currently works with Nortal.com for Salesforce development, and the EpiServer backend developer should be able to work with such connectivity.
- Linkage to Vimeo and YouTube.
- iFramed media
- Google Analytics has been setup for all 13 regional sites and for gwp.org (individual dashboards are emailed each month).
- The website hosting is on a Windows 2012 Server at GleSYS.
- The DV SSL certificate and all domain names are consolidated on Loopia. Re-directs are on the website, not the domain registrar.

GWP staff:

- **Secretariat in Stockholm** (under the leadership of the Head of Communications): Senior Technology Officer (responsible for contracts with suppliers/developers and technical support to the regions), Senior Communications Officer (strategic/coordinating management). Writer and Media Officer (web editor, updating the website). Additional web editors for specific sites such as project sites or meeting/document sites.
- **13 regions:** one Communication Officer/ web editor for each region, responsible for updating the regional GWP sub-sites (working part-time on the website).

Web development

Every year, based on needs and strategic direction, GWP identifies areas that need to be developed on the website. It can be anything from new landing pages, language versions of certain areas, to new features. Compared to web support, these are projects that need to be planned and estimated in advance.

Requirements

- Develop new and modify older implementations such as Mapplic, a responsive map integration (see [water governance results map](#)), forms for integrating to Salesforce (e.g. newsletter sign-up), and other services, e.g., Mailchimp, always keeping in mind a cost-effective solution, and as much as possible using standard functionality in EpiServer including existing connectors and functions.
- Design new types of pages or features, if required, taking into account UX experience, graphic design and other functionality.
- All development should be tested against approximately five different sizes such as iPhone SE, 8, X and iPad mini/Pro (10,5 inch) (work on Apple and Android mobile devices). Access should be working well on mobile networks and in regions with potentially slow internet such as Latin America, Africa, and China.
- In case of larger development projects, 5 hours or more, a Statement of Work (SOW) should be created and agreed by both parties in which the company and the customer agrees to the scope of work and total time allocated to complete the project, including project management. The assignments will not exceed the agreed hours unless agreed to in advance.
- The company should have expertise in Google Analytics and Google Tag Manager to support e.g., dashboards and modify as needed.
- Tools such as Trello could be used to communicate about the web development projects and to check status.

Support, service, and maintenance

Support, service, and maintenance refer to running costs, and are based on a defined SLA. It is, in contrast to development, mainly for (a) supporting the site, making smaller adjustments, bug fixes, or other changes (b) a service level agreement and (c) maintenance of the development site used by developers before committing the changes to production.

Requirements

- The tender should include a monthly fixed cost for maintaining a development environment, a clearly defined SLA, and the consultancy fee per half/full hour. The agreement should include about 10 hours of work per month and the cost for additional hours. Unused hours can be forwarded to next month. The company will not exceed the agreed hours unless agreed to in advance.
- The company should provide a helpdesk function for logging and access of support tickets (e.g., Zendesk). The customer should be able to email in their issues, and get a confirmation when a technician has received it and begun work. A website dashboard view should be provided to the customer to see what is open and what is closed.
- The customer should be invoiced monthly, with an itemized bill that clearly identifies the specific work done and time used for it.
- Availability (operating hours, and if there is possibility for outside operating hours support).

Hosting

The hosting was for many years on a shared server on EpiServer Everweb. We moved to a dedicated server (Shared SQL Server) hosted at GleSYS. This has proven to be a priceworthy and reliable solution. We would like to continue a similar setup (not shared).

Requirements

- The company should be able to keep the production environment at GleSYS up to date, applying Windows, EpiServer, and other server software patches and safety measures to safeguard it against hackers and other malicious attacks. Security backup must be in place.
- If the company has a similar hosting setup, all the above requirements should be included in the bid.

Content of Tenders

The official language for the proposal, contract, reports, and any other documents is English. 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.

1. Brief description of the company / organization and an outline of recent experience on assignments of a similar nature. This should include how many EPiServer 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) according to the table on the next page.

Development		Costs (EUR)	Comments
Consultant hourly cost (and if there are different consultant fees, e.g., for senior developer, etc.)			
Project management cost (if applicable)			
Project management system in place, e.g. Trello, MS planner, etc. Initiating a project (submission of a card/assignment), through follow-up to delivery and closing of assignment			
Support, Service, and Maintenance		Costs (EUR)	Comments
Development/test environment and basic support			
Service Level Agreement, including the support structure such as whether there is a dedicated customer project manager or consultant as single point of contact (SPOC), if there is a case logging system that allows both email submissions and a web-based dashboard such as Zendesk, and how the case is handled from submission of a support ticket, through follow-up to delivery and closing of ticket.			
Consultant cost for approx. 10 hours (and if there are different consultant fees, e.g., for senior developer, etc.)			
Consultant cost for additional hour/half-hour			
One site License EPiServer CMS		1,900	Currently paid annually to EPiServer through the partner
Hosting		Costs (EUR)	Comments
Production environment including all licenses (Windows 2012 or 2016, SQL 2012, etc.) and 100 Mbit or 1 GBit internet access (with GleSYS or similar) including enabled backup			
Test/Staging environment (if requested)			
All maintenance such as monthly security patching and other safeguarding measures			
Support and Service Level Agreement			

Budget

The scope of web development and support services needed will depend on yearly work plans. All prices should be fixed and not subject to revision during the first year. Prices may be subject to adjustments beyond the first year. Any request for an increase of the prices should be made in writing by the company at least three months in advance. Prices should be quoted free of all duties, taxes, and other costs, although any possible duties, taxes, or other costs should be indicated. The currency used should be **Euro**.

Estimated timetable

Submit proposal to: procurement@gwp.org: by 10 June 2018

Selecting supplier: 11 - 15 June 2018

Signing Contract: by 21 June

Contract

GWPO does not have a contract for website services. The company should submit a standard supply of services contract. The tender proposal and Terms of Reference form part of the contract. The contract will be for an initial period of three years, with the option to renew twice, each time for one year. The parties have the right to terminate the agreement with a minimum of three months' notice. The contract becomes effective when it has been signed by both Parties. The documents are to be in English.