

Request for Proposal

E-Learning Information and Communication Technology Services

Opening date: 29 October 2015 | Closing date: 5 November 2015

1. Summary of Requirements

The Network of Associations of Local Authorities of South East Europe (in the rest of the document referred to as "NALAS") requests proposals from Information and Communication Technology (ICT) companies for the providing necessary E-Learning ICT services for the needs of NALAS E-Academy.

2. Invitation

ICT companies with proven experience and expertise in managing the requested ICT services are invited to respond to this request for proposal.

3. Request for Proposal Terminology

The following terms will apply to this Request for Proposal and to any subsequent Contract. Submission of a proposal in response to this Request for Proposal indicates acceptance of all the following terms:

Terminology

- a) "NALAS" means the Network of Associations of Local Authorities of South East Europe;
- b) "Contract" means the written agreement resulting from the Request for Proposal executed by the NALAS Secretariat and the successful company;
- c) "Contractor" means the successful company selected from this Request for Proposal;
- d) "Must", "Mandatory" or "Required" means a requirement that must be met in order for a proposal to receive consideration;
- e) "Company" means an individual or a company that submits, or intends to submit, a proposal in response to this Request for Proposal.

4. Closing Date and Location

To be considered, proposals must be received electronically no later than 16:00 (CET), Thursday, 5 November 2015, at the following address: info@nalas.eu.

5. Enquiries

This Request for Proposal can be downloaded from the NALAS website at www.nalas.eu. Questions regarding this Request for Proposal should be directed to NALAS at +389 2 3090818, or by email to info@nalas.eu.

6. Ownership of Proposals

All documents, including proposals submitted in response to this Request for Proposal become the property of NALAS. However, only the submissions by the successful company will be used.

Once a contract has been awarded, the name of the successful company will be available to the public upon request.

7. Project Overview

NALAS is a network that brings together 16 Local Government Associations which represent roughly 9000 local authorities, directly elected by more than 80 million citizens of this region. NALAS promotes the process of decentralisation in cooperation with central governments and international organisations, considering local self-government as a key issue in the current process of transition affecting the various countries in South-East Europe.

In its Strategic Plan (2013-2017), NALAS has foreseen bringing its Knowledge Centre to a higher level, by establishing NALAS e-Academy.

NALAS e-Academy (available at: <http://nalas-academy.com/>) is an online platform for development learning designed for local governments of South-East Europe. NALAS e-Academy provides a superb knowledge on topics relevant for local government professionals in the areas of urban planning, energy efficiency, municipal finance, water management, solid waste management and more. Taking advantage of new technologies, the learning experience provided by the NALAS e-Academy is affordable, innovative and practitioner-focused. NALAS e-Academy and the first courses it offers were supported by the World Bank (WB).

For successful implementation of the activities of NALAS e-Academy, NALAS needs a long-term ICT support by a professional ICT company.

8. Project Scope and Objectives

The primary objectives that form the basis of this Request for Proposal are:

a) Production, transferring and customizing translated and adapted WB courses to NALAS e-Academy

Based on the materials and source codes provided by WB and NALAS, the company will produce new language versions of the courses and place them at NALAS e-Academy (Moodle platform)

b) Technical Support in delivering the e-learning courses

Provide ICT support during the delivery of existing courses at NALAS e-Academy: assigning roles, providing keys and process flow, ensuring functionality of all technical aspects of the course, ICT assistance to course coordinators, facilitators and participants. Courses usually last 4-8 weeks, with up to 40 participants coming from different countries of South-East Europe.

c) Production of new NALAS courses

Technical development of NALAS own new E-Learning Courses, based on content and instructions provided. The production includes technical development of all course features (quizzes, tests, assignments, etc.)

9. Proposal submission

The following format and sequence should be followed in order to provide consistency in Company response and to ensure each proposal receives full and fair consideration. All pages should be consecutively numbered.

- a) Cover Page, showing the name of the company, address and contact information;
- b) One page letter of introduction, signed by an authorized signatory;
- c) Table of Contents, including page numbers;
- d) A short summary of the key features of the proposal;
- e) The body of the proposal, including: description of the approach in supporting the activities of NALAS e-Academy;
- f) Any other suggestions and recommendations about the required services;
- g) Financial offer, including: man hour for each of the tasks described in Section 8 of this RfP, as well as estimated maximum cost for the three items in Section 8: a) maximum cost for customizing existing WB course in different language version (one course); b) maximum cost for technical support for delivery of one existing course, based on the provided parameters; c) maximum cost for production of one new course. VAT costs should be expressed separately.
- h) List of references for similar tasks, with a description of the key products/outcomes;
- i) Any additional information listed under the mandatory and desirable criteria, not included in the body of the document.

10. Evaluation

Evaluation of proposals will be undertaken by NALAS Evaluation Committee. At the sole discretion of the Committee, a short list of the highest scored companies will be developed. Companies on the short list may be invited to further clarify their offers. After the presentation(s), the Evaluation Committee will re-evaluate the short-listed proposals and bring the final decision.

11. Criteria

The proposals will be evaluated and rated based on the criteria set out in this Request for Proposal document.

- Proposals must be in English, and the Proposal must be submitted by the appropriate date and time;
- Proposals must clearly list, in detail, what services will be provided with the associated costs for each component.
- Responses must contain a list of references of past projects and work of this nature, with contact names and telephone numbers.

Companies should provide:

- A proposed content outline;
- Examples from other engagements that exhibit components that you feel could fit the scope and nature of the products NALAS is looking for, and explain the rationale for your position;
- Demonstration of willingness to be flexible in working with NALAS and its partners (WB, GIZ);

12. Scoring

- 30% Company's profile

- 20% Creativity and Innovation in Approach, Ability to meet deadlines
- 40% Cost
- 10% References

13. Modification of Terms

NALAS reserves the right to modify the terms of the Request for Proposal at any time at its sole discretion.

14. Company Expenses

Companies are solely responsible for their own expenses in preparing a proposal and for subsequent negotiations with NALAS. Short-listed proposals may be asked to make a presentation to the Evaluation Committee, which will be solely at the Company's own expense.

15. Acceptance and Rejection of Proposals

NALAS may not necessarily accept the lowest priced proposal or any proposal. At its sole discretion, NALAS reserves the right to reject any or all proposals received and to accept any proposal which it considers advantageous, whether or not it is the lowest priced proposal. NALAS is not under any obligation to award a contract, and reserves the right to terminate the Request for Proposal process at any time, and to withdraw from discussions with all or any of the Companies who have responded. NALAS reserves the right to accept the proposed offer in total or in part, to reject any or all offers, to waive any minor informalities, irregularities, or technicalities, and to accept the offer deemed most favourable to the Network.

16. Contract Negotiation

NALAS reserves the right to negotiate specific terms of the contract with the short-listed proponents prior to the final award of the contract. NALAS also reserves the right to negotiate specific terms of the contract with the Contractor as the contract progresses.

Thank you for your interest in submitting a proposal. It is hoped that the information provided is of value and should anything be unclear, please contact NALAS directly.