

Request for Proposals

Technical Development of an e-Learning Course: Introduction to Asset Management in the water sector

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"), within the project "Asset management for water and sanitation infrastructures in South-East Europe", supported by the GIZ Open Regional Funds-Modernisation of Municipal Services (in the rest of the document referred to as "ORF MMS") requests proposals from interested organizations/companies for the provision of professional services to technically develop an e-Learning Course on Introduction to Asset Management in the water sector, based on already developed full content of the course.

2. Invitation

Organizations/companies with proven experience and expertise in teaching and learning methodologies, ICT, preferably developing e-learning courses, interactive multi-media products and on-line learning tools are invited to respond to this Request for Proposals.

3. Request for Proposals Terminology

The following terms will apply to this Request for Proposals and to any subsequent Contract. Submission of a proposal in response to this Request for Proposals 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 vendor;
- c) "Contractor" means the successful vendor 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) "Consultant" means 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 in electronic form not later than **14 December 2015 (Monday), 16:00 (CET)** at info@nalas.eu, with Subject: Offer for technical development of an e-Learning Course on Introduction to Asset Management in the water sector.

5. Enquiries

This Request for Proposal can be downloaded from the NALAS website at www.nalas.eu. For any questions about the content of this RfP, please contact NALAS Knowledge and Communications Manager, Ms. Jelena Janevska, at janevska@nalas.eu, or +389 2 3090818.

6. Ownership of Proposals

All documents, including proposals submitted in response to this Request for Proposals become the property of NALAS. However, only the submissions by the successful consultant will be used. Once a contract has been awarded, the name of the successful consultant will be available to the public upon request.

7. Project Overview

The Project "Asset management for water and sanitation infrastructures in South-East Europe" aims at improvement of asset management and asset value based approaches for more efficient and transparent management of water and sanitation infrastructures in South-East Europe. The project works to raise understanding of the benefits of Asset Management and Asset Value based approaches among decision makers and disseminating Asset Management methods at the local level in SEE.

In this direction, the Project aims to make available a comprehensive e-Learning course, that will be incorporated within NALAS e-Academy (<http://nalas-academy.com/>). The course will contribute to:

- 1) Increasing understanding and raising awareness about Asset Management and the benefits it brings;
- 2) Providing practical Asset Management advices and tools;
- 3) Showcasing best practices from SEE
- 4) Ensuring wider dissemination and sustainability of Project's knowledge and products.

The e-learning course will include a number of technical and visual solutions to support the learning process, such as readings, presentations, presentations with voiceover, videos, quizzes, exercises, case studies, etc.

The e-Learning Course on Introduction to Asset Management in the water sector will be part of NALAS e-Academy (<http://nalas-academy.com/>), and thus be developed based on the standards introduced in the existing courses offered by NALAS e-Academy.

8. Scope and Objectives of the Assignment

Within this ToR the Contractor will:

- 1) *Review the developed content of the course*, as a base for developing the technical solutions for each element of the e-Learning course on Introduction to Asset Management in the water sector.
- 2) *Develop the complete technical solution for a comprehensive e-Learning course on Introduction to Asset Management in the water sector*. This shall include technical development of all elements of the course content developed for this course, consisted of 6 (six) Modules.

Important Note: *Due to copyright issues, the complete course plan, including description of materials available and specification of the work to be done by the vendor is available as Annex to this RfP, only upon request from the interested vendors. Please send your request to janevska@nalas.eu.*

- 3) *The course must be developed in the Moodle platform*. It should ensure appropriate platform for management of the course, including registration of participants, assigning roles (course coordinator, course facilitator), system for automatic scoring and review of performance by the course coordinator and facilitator, automatic e-mail notifications (for forum posts, assignments, etc.), calendar of events, and all other functionalities that the latest version of Moodle can provide.

- 4) *Work with the course content development vendor (engaged by NALAS) to ensure that the developed content is adequately transferred into the technical and visual look of the course.*

- 5) *Develop the course in four (4) language versions: English (as the basic version of the course) and three (3) adaptations of the course in three regional languages, based on translations provided by NALAS.*

The designed e-Learning Course on Introduction to Asset Management in the water sector should take into considerations NALAS mission, objectives, strategies, specifics, as well as its visual identity.

The contractor should plan that it might be invited to Project's coordination meetings and/or Asset Management Working Group (up to 2 meetings) to present the course design.

All activities during the implementation of this ToR will be closely coordinated with NALAS to ensure coordination of approaches, activities, message delivery and branding.

All activities within this ToR shall be completed no later than **31 March 2016**.

9. Deliverables under the contract

As result of the contract, the full comprehensive e-Learning course on Introduction to Asset Management in the water sector should be developed, in Moodle platform, in English and three regional languages. In details, this includes:

- a) Developing the visual look of the course;
- b) Developing the full content of the course in English as a basic language, including introduction to the course and all online learning tools for each of the six (6) Modules, as specified in details under Section 8 (readings, case studies, simple AM Tool, testimonials, PPPs with voice-over, forum discussions, tests, bibliography, incorporating video, subtitles, etc.);
- c) Developing the three different language versions of the course, based on the course in English language;
- d) Developing a fully functional back-end functionalities of the courses (including registration of participants, assigning roles, system for automatic scoring and review of performance by the course coordinator and facilitator, automatic e-mail notifications, etc.);
- e) Embedding the produced courses at NALAS e-Academy (Moodle platform).

All deliverables under this ToR should be approved by NALAS Project Coordinator, NALAS Knowledge and Communications Manager and ORF MMS Sub-Project Manager.

10. Proposal submission

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

Technical Offer:

- a) Cover Page, showing Company's name, address and contact information;
- b) Up to one page Letter of Introduction, signed by an authorized signatory;
- c) Table of Contents, including page numbers;
- d) Presentation of the company and its suitability for the assignment;
- e) A short summary of the key features of the proposal;
- f) Body of the proposal, including: objectives, approach, proposed visual look of the course, functionalities, technical issues, proposed time frame and activity plan.

Financial Offer:

- g) The Financial Offer shall contain the total budget for execution of the task, showing separately the travel costs, expert fees and additional expenditures (if any). The prices should be stated in EUROS, VAT shown separately, following the specified Terms of Payment.

Capacity Guarantee:

- h) A consultant Reference List with at least 3 similar tasks conducted;
- i) Detailed CV/CVs of the experts proposed to execute the assignment;
- j) Documents confirming the financial capability of the company.

11. Technical or professional ability of the applicants

In order to qualify as capable of performing the contract for public procurement in terms of its technical and professional qualifications, the applying company must meet the following minimum requirements:

- The company has a solid expertise in ICT, developing e-learning courses and developing on-line learning tools;
- The company has prepared/executed at least 3 similar assignments;
- The company has the necessary financial capability, presented in the financial reports.

12. Evaluation Criteria and Scoring

Evaluation of proposals will be undertaken by NALAS Evaluation Committee. The proposals will be evaluated and rated based on the criteria set out in this RfP. In order to do so:

- The proposal must be submitted in English;
- The proposal must be submitted by the stated deadline;
- The proposal must clearly list, in details, what services will be provided with the associated costs for each component;
- The responses must contain a list of references of past projects and work of this nature, with contact names and telephone numbers.

The Evaluation Committee will evaluate the proposals based on the following criteria:

- 40% Company's Capacity: relevance of company's and suggested personnel's expertise and experience for fulfilling the tasks under this RfP;
- 30% Technical Offer: proposed approach, solutions, work plan;
- 30% Financial Offer.

13. Terms of Payment

The payment will be done in 2 instalments after receiving all specified documents:

1. First instalment of 20% after delivering and approval of the deliverable a) Developing the visual look of the course
2. Second and final instalment of 80% of the total price, after completing the assignment and approval of all other deliverables, as described in Chapters 8 and 9 of this RfP. *(to be submitted no later than 31 March 2016).*

14. Modification of Terms

NALAS reserves the right to modify the terms of the RfP at any time at its sole discretion.

15. Consultant Expenses

Consultants 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 Consultants own expense.

16. 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 Consultants 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.

17. 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.