

Request for Proposals

Development of content for 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 develop content for an e-Learning Course on Introduction to Asset Management in the water sector.

2. Invitation

Organizations/companies with proven experience and expertise in asset management, training and e-learning 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 **5 June 2015 (Friday), 16:00 (CET)** at info@nalas.eu, with Subject: Offer for development of the content for 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 ToR, 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 has already developed three products: 1) Report on International Asset Management Practices; 2) Regional Report on Asset Management Practices; and 3) Municipal Asset Management Toolkit.

In addition to this, the Project aims to produce a comprehensive e-Learning course that will incorporate the three products and 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. This will contribute to sustain and further implement project results even when the project is completed.

The target groups for the course are the local decision makers and management from Local Government and Public Utilities. 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 existing Project Products:* Report on International Asset Management Practices; Regional Report on Asset Management Practices; and Municipal Asset Management Toolkit and use them as the base for the e-Learning course on Introduction to Asset Management in the water sector.

2) *Produce the complete content for a comprehensive e-Learning course on Introduction to Asset Management in the water sector.* This shall include:

- a) Develop brief course description: course objectives, target groups, structure, learning requirements, key tasks for participants, evaluation of participants' performance.
- b) Organize the course in modules, develop modules' introduction and content and ensure step-by-step learning and smooth flow between different modules.
- c) For each module, produce required readings, as well as list of suggested readings.
- d) Develop a concept for video presentation of the course.
- e) Develop Power Point presentations, with proposed voiceover text, that will introduce participants to the most important topics of each module of the course.
- f) Develop scenario and ensure filming environment for a short video that will be filmed and included in the course to convey the messages for the importance of Asset Management practices and the benefits they bring.

- g) For each module, design appropriate assignment/s and test/s that will assess participants' knowledge and enable them face real life situations in Asset Management. This should provide the content, but also propose the most appropriate visual look/form.
- h) Produce photos to illustrate the course (water facilities, assets, working processes, natural resources, etc.).
- i) Develop 2 case studies that illustrate good Asset Management practices in the water sector in South-East Europe.
- j) Propose discussion questions for the forum discussions in each of the modules of the course.
- k) List course bibliography.
- l) Provide testimonials of practitioners that have implemented Asset Management practices.
- m) Design a model for a mini tool that will be used by course participants to exercise/simulate an Asset Management software.

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

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 content.

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

The activities 1) and 2) of this Chapter shall be completed no later than **15 July 2015**. Activity 3) shall be completed no later than 30 September 2015. All activities within this assignment shall be completed **no later than 30 September 2015**.

9. Deliverables under the contract

As result of the contract, the full content for a comprehensive e-Learning course on Introduction to Asset Management in the water sector should be developed, that specifically includes:

- a) Brief course description: course objectives, target groups, structure, learning requirements, key tasks for participants, evaluation of participants' performance (as a Word document);
- b) Course organization in modules, introduction to each module, module content (as a Word document);
- c) Required reading materials (as separate Word documents);
- d) List of suggested readings (books, links, etc.) (as a Word document);
- e) Concept for video presentation of the course (scenario, speaker/s, text) (as a Word document);
- f) Power Point presentations (as a Power Point Presentation document), with proposed voiceover text (as a Word document), that will introduce participants to the most important topics of each module of the course;

- g) Scenario and ensured filming environment for a short video that will be filmed and included in the course to convey the messages for the importance of Asset Management practices and the benefits they bring (as a Word document);
- h) For each module, appropriate assignment/s and test/s (as a Word document, including the content, and description of the most appropriate visual look/form);
- i) Photos to illustrate the course (As .jpg, in high resolution, illustrating water facilities, assets, working processes, natural resources, etc.);
- j) Two case studies that illustrate good Asset Management practices in the water sector in South-East Europe (as separate Word documents);
- k) Discussion questions for the forum discussions in each of the modules of the course (as a Word document);
- l) Course bibliography (as a Word document);
- m) Testimonials of practitioners that have implemented Asset Management practices (as a Word document);
- n) Model for a mini tool that will be used by course participants to exercise/simulate an Asset Management software (as a Word document, with the structure needed, as well as an explanation for its functionalities, that will serve as a basis for technical development of the mini solution).

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 structure 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 asset management, training and e-learning;
- 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. Advance instalment of 20% of the total price after the signing of the contract;
2. Second and final instalment of 80% of the total price, after completing the assignment and approval of all deliverables, as described in Chapters 8 and 9 of this RfP. *(to be submitted no later than 15 July 2015 and 30 September 2015, respectively).*

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.