# Request for Proposal

# Information and Communication Technology Services

Opening date: 20 December 2012 | Closing date: 3 January 2013

## 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 ICT services for the needs of NALAS in several areas, including: computer network maintenance, E-Learning platform development and maintenance and NALAS website support.

## 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

1. “NALAS” means the Network of Associations of Local Authorities of South East Europe;
2. “Contract” means the written agreement resulting from the Request for Proposal executed by the NALAS Secretariat and the successful company;
3. “Contractor” means the successful company selected from this Request for Proposal;
4. “Must”, “Mandatory” or “Required” means a requirement that must be met in order for a proposal to receive consideration;
5. “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),

Wednesday, 3 January 2013, 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 15 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.

By gathering local government associations, municipal elected officials and experts on various topics, NALAS has a unique opportunity to generate knowledge of great value for the authorities in South-East Europe. It is also a major objective for NALAS to stimulate the exchange of information and experiences among its members.

The processes of knowledge discovery, generation, capitalization and dissemination make up the NALAS Knowledge System, that comprises of the following:

* Task Forces (6 Task Forces in: Fiscal Decentralization, Solid Waste and Water Management, Energy Efficiency, Urban Planning, Sustainable Tourism, Association Development)
* Quick Response Mechanism
* Knowledge Management Assistants in each LGA member
* Shadowing Program
* Peer Review
* Direct LGA assistance in specific cases
* Library
* Digests
* Newsletter
* Events
* Networks (IT, PR)
* Projects

With the new Strategic Plan (2013-2017), NALAS will start developing its E-Learning Platform, aimed to provide E-Learning courses in the SEE Region.

For successful implementation of its activities, 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:

1. Providing on-going maintenance of NALAS computer network

Objective: Ensuring that NALAS computer network functions smoothly, has all necessary protections and responds to NALAS daily needs.

Scope: NALAS computer network currently includes a DELL server, 7 working stations, additional laptops and 2 printers. For detailed information, please see the specification attached (Attachment 1).

1. Support to NALAS website

Objective: Provide support for regular update of NALAS website (www.nalas.eu)

Scope: NALAS website is developed in Web Capsule Content Management System. The company will provide support in up to 10 content updates per month, including changing contents, updating articles, pictures, links, banners, etc.

On a long run, company's engagement might include improvements in the website, transferring the contents to a more user-friendly content management system, etc.

1. Development of NALAS E-Learning Platform

Objective: Develop NALAS E-Learning Platform

Scope: NALAS has established a cooperation with the World Bank Institute (WBI) (http://wbi.worldbank.org/wbi/), to use WBI E-Learning courses and experiences and establish its own E-Learning Academy. WBI courses are developed in Moodle Platform and can be seen at: http://einstitute.worldbank.org/ei/. For more information about NALAS resources for E-Learning, please check Attachment 2.

In the short run, the company will help establishing unique NALAS E-Learning Platform, transferring, adapting and customizing WBI courses, and technical support in developing NALAS Course in Solid Waste Management.

In the long run, the company will provide technical support in developing NALAS own E-Learning Courses, will provide maintenance of the platform and IT assistance during the course implementation (courses normally last 4-6 weeks, with up to 40 participants throughout SEE).

Note: Based on its expertise, the company might decide to apply only for one of the services described above. Based on companies' bids, NALAS might decide to select different company for different service.

## 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.

1. Cover Page, showing the name of the company, address and contact information;
2. One page letter of introduction, signed by an authorized signatory;
3. Table of Contents, including page numbers;
4. A short summary of the key features of the proposal;
5. The body of the proposal, including: description of the approach in providing computer network maintenance, description of the approach in providing support to NALAS website, suggestions for improving the performance of NALAS website, proposed activities to develop NALAS E-Learning Platform;
6. Any other suggestions and recommendations about the required services;
7. Financial offer, including: monthly computer network maintenance fee, monthly website support fee, price for a new NALAS website, cost for establishing NALAS E-Learning Platform, man hour for: network maintenance, website maintenance, website design;
8. List of references with a description of the key products/outcomes;
9. Letter of reference, where applicable;
10. 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. Draft proposal for the visual look for the E-Learning platform must be included.
* 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 by component;
* 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 (WBI, 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.