# Invitation to Tender

# Summary

WFD wishes to establish a panel of specialist service providers as part of a framework to provide technical services from time to time to support WFD’s capacity and capability for effective online engagement and delivery of digital products and services.

The selected service provider(s) will be offered a two year framework agreement.

# Overview

Westminster Foundation for Democracy (“**WFD**”) is the UK public body dedicated to supporting democracy around the world. Operating internationally, WFD works with parliaments, political parties, and civil society groups as well as on elections to help make political systems fairer, more inclusive and more accountable.

We are a problem-solving, practitioner-led organisation that offers:

* High quality and impactful regional and country programmes that directly support the full spectrum of institutions in political systems to develop inclusive political processes, more accountable political systems, protection of rights and freedoms, and more pluralistic societies;
* Specialist analysis, research, and advice to inform UK policy makers on a range of democratic governance issues through our Centre of Expertise; and
* International elections observation on behalf of the UK.

# Aim of this Invitation to Tender

WFD is issuing this Invitation to Tender (“**ITT**”) to a range of potential suppliers of services and would welcome a **bid** from your organisation.

WFD is looking to establish a framework and panel consisting of one or more supplier for each of the followings lots:

**Lot 1 – Designing and/or facilitating online/hybrid events using digital platforms and tools**

**Lot 2 – Creating digital knowledge and learning products**

**Lot 3 – Developing and deploying digital apps or platforms**

# Bid submission

All bids should be submitted by 11.59pm on 12 November 2023 in writing, must comply with the requirements of this ITT, and must include the information requested in the Bid Requirements below.

The bid should be sent electronically to: procurement@wfd.org.

The same email address should be used for any questions related to this ITT.

By submitting a bid, you agree to comply with WFD’s standard terms and conditions for tendering and key policies, which are found [here](https://www.wfd.org/policy/wfd-general-terms-and-conditions-tendering), and WFD’s [Code of Conduct](https://www.wfd.org/policy/code-conduct).

# Detailed Specification

## Objective

Due to the nature of its work and the importance of high touch engagement with stakeholders, WFD delivers most of its programme events and activities in-person through its country-based practioner staff and contracted experts. However, as and when appropriate, WFD programme teams often elect to organise an event or activity in a hybrid or fully online format. In addition, from time to time, WFD also commissions the creation of e-learning or digital knowledge products or the development of apps for the benefit of its stakeholders as part of regional or country programmes.

WFD values “Excellence” across all its work. As such, WFD wishes to establish a panel of specialist suppliers to provide technical services from time to time to support WFD’s capacity and capability for effective online engagement and delivery of digital products and services. The requirements for services may arise as part of WFD’s regional or country democracy support programmes, under the auspices of its Centre of Expertise on Democratic Governance & Elections, and as part of its international or Parliamentary engagement work.

The panel will operate under and in accordance with a framework agreement, with each assignment agreed and called-off under an order contract.

## Scope of work and deliverables

WFD is seeking one or more specialist suppliers for each of the following lots:

**Lot 1 – Designing and/or facilitating online/hybrid events using digital platforms and tools**

We require the services of the supplier(s) to:

* Provide effective facilitation of live online or hybrid events;
* Deliver training and/or technical advice and support for WFD staff and experts on online facilitation and the use of digital platforms and tools for the purposes of collaboration, ideas development, problem identification and shared problem solving; and
* Deliver training and/or technical advice and support for WFD staff and experts on the planning and delivery of live events and webinars, to include MS Teams, Zoom, and/or PowerPoint Live, and new or emerging tools available from online marketplaces.

**Lot 2 – Creating and deploying digital knowledge and learning products**

We require the services of the supplier(s) to:

* Provide instructional design for, and development of, engaging and impactful digital knowledge products or e-learning content, including creating bespoke new products or contextualising existing products.

**Lot 3 – Developing and deploying digital apps or platforms**

We require the services of the supplier(s) to:

* Provide digital web or mobile (Android and iOS compatible) application design, development, and support services, such as AI-powered mechanisms to track hate speech, support factchecking or disinformation debunking, track trends in democratic practices, monitor social media channels for mis/dis-information and hate speech, and/or apps to faciliate participation in democratic proceses.
* Provide solutions to process, structure and analyse unstructured data such as programme closure reports, case studies and evaluations of WFD’s historic programming.
* Specialist technical advice and assistance on adopting and/or adapting existing digital public goods (i.e. open source, free-to-use, software, platforms or tools), or creating new digital public goods.

## Timeline

The panel framework is expected to be established on or before 1 January 2024 and will expire on 31 December 2025. Assignments may be commissioned under order contracts agreed with the supplier(s) from time to time during the term of the framework.

## Working arrangements

The services are expected to be delivered remotely.

## Payments

The supplier(s) will be expected, as part of the bid, to confirm a daily rate for the provision of the services throughout the term of the framework. The fee for each assignment will be agreed as part of the relevant order contract.

## Minimum experience and expertise

Generally, the supplier(s) will be expected to demonstrate the relevant credibility, including case studies and references related to their professional experience, and credentials, including relevant qualifications, to deliver high-quality services under lot 1, lot 2, lot 3, and/or lot 4.

In particular, the supplier(s) will:

* demonstrate effective online facilitation skills and digital facilitation tools, including in relation to sensitive themes or topics; and/or
* demonstrate working expertise of how adults learn and a significant track record in accommodating adult learning tendencies in digital environments and creating engaging e-learning content, particularly targeted at harder-to-reach audiences, for example, individuals with low levels of digital literacy or interest or limited access to reliable infrastructure; and/or
* demonstrate substantial expertise in digital tool and app development, AI technology, and open data; and/or
* demonstrate extensive knowledge of and tools in social media monitoring and reporting; and
* have working professional fluency in English

# Bid process

## Timescale

Below is the proposed timescale for the tendering process. Please note the dates are indicative and subject to change.

|  |  |
| --- | --- |
| Description | Date |
| Issue ITT | *18 October 2023* |
| Closing date for receipt of completed tender proposals | *12 November 2023* |
| Shortlisting of bids | *20 November 2023* |
| Supplier interviews/presentations to tender committee (if applicable) | *w/c 27 November 2023* |
| WFD announces preferred supplier(s) | *w/c 11 December 2023* |
| Contract finalised and signed | *w/c 18 December 2023* |

## Bid requirements

In general, the bid should include the following:

1. Organisational profile
2. Proposed solution and how it meets the specification
3. Financial proposal
4. References
5. Confirmation of compliance with General Terms and Conditions of Tendering

### Organisational profile:

* Company profile, including brief history and financial overview
* Case studies/credentials demonstrating relevant experience and skills profile
* Names and brief biographies of key staff

WFD is particularly keen to receive bids from organisations which are – or are working towards becoming – living wage employers and that have a broadly representative and balanced Board from gender and ethnicity perspectives.

### Proposed solution:

* Clear explanation as to the proposed approach to meeting the specification set out in this ITT.
* Detailed project plan, including timelines, assumptions and dependencies, resourcing and risks.

### Financial proposal:

* Full breakdown of costings, including the proposed daily rate, for the proposed solution in sterling
* Separate accounting of VAT and/or any other applicable tax, duty, or charge.
* Detailing of any discount applied in view of WFD’s not-for-profit status.

### References:

* The bid should include details of two references relating to similar goods/services provided in the last three years. Please note – referees will only be contacted once Preferred Bidder status is assigned.

### Confirmation of acceptance of General Terms and Conditions of Tendering:

* By submitting a bid, all bidders will be deemed to have accepted the WFD Terms and Conditions of Tendering and confirmed their compliance.

All bidders should also note the following:

* all bids should be submitted in English;
* all bids should be submitted in electronic form only;
* this ITT and the response may be incorporated in whole or in part into the final contract;
* only information provided in response to questions set out in this documentation will be taken into consideration for the purposes of evaluating the ITT;
* bids which are poorly organised or poorly written, such that evaluation and comparison with other submissions is notably difficult, may exclude the bidder from further consideration; and
* any bids which do not fully comply with the requirements of this ITT may be disregarded at the absolute discretion of WFD.

## Evaluation criteria

WFD intends to shortlist providers based on their response to the ITT and will use the following scoring criteria.

|  |  |
| --- | --- |
| *Description* | *Score* |
| *Quality of bid document* | *20 %* |
| *Service offer and fit to specification* | *20 %* |
| *Value for money* | *20 %* |
| *Professional profile, track record and references* | *20%* |
| *Relevant experience* | *20 %* |
| ***Total Weighting*** | ***100 %*** |

WFD will score each criterion using the following table:

|  |  |
| --- | --- |
| 0 | The proposal submitted omits and fundamentally fails to meet WFD’s scope and specifications. Insufficient evidence to support the proposal to allow WFD to evaluate. **Not Answered** |
| 1 | The information submitted has a severe lack of evidence to demonstrate that WFD’s scope and specifications can be met. Significant omissions, serious and/or many concerns. **Poor** |
| 2 | The information submitted has some minor omissions in respect of WFD's scope and specifications. The tender satisfies the basic requirements in some respects but is unsatisfactory in other respects and raises some concerns. **Satisfactory**. |
| 3 | The information submitted provides some good evidence to meet the WFD’s scope and specifications and is satisfactory in most respects and there are few concerns. **Good.** |
| 4 | The information submitted provides good evidence that all of WFD's scope and specification can be met. Full and robust response, any concerns are addressed so that the proposal gives confidence. **Very Good.** |
| 5 | The information submitted provides strong evidence that all of WFD's scope and specification can be met and the proposal exceeds expectation i.e. exemplary in the industry. Provides full confidence and no concerns. **Outstanding** |

## Tender Queries

Any questions related to this tender should be sent to procurement@wfd.org*.*

## Equal Information

Should any supplier raise a question that is of general interest, WFD reserves the right to circulate both question and answer to other respondents, either via WFD’s website or by email. In this event, anonymity will be maintained.

## Annual reports

Please provide a link or copy of your company’s latest audited annual accounts with the bid.

## Other information

If the potential supplier believes that there is additional information that has not been requested in the ITT but is relevant to your bid, please include that information as a separate attachment and explain its relevance to this ITT.