

BID SOLICITATION

Grand Challenges Canada at the *Sandra Rotman Centre*
MaRS Centre, West Tower, 661 University Avenue, Suite 1720, Toronto, Ontario, Canada M5G 1M1
T 416.583.5821 F 416.978.6826 E info@grandchallenges.ca



Grand Challenges Canada®
Grands Défis Canada

BOLD IDEAS WITH BIG IMPACT®

Bid Solicitation Video Conference Solution and Support Service

**Submission Deadline:
September 26, 2017 – 15:00 ET**

**RFP Reference Number:
RFP-2017-08-VCS**

Part 1: Introduction

1.1 Grand Challenges Canada's Objective

Grand Challenges Canada is seeking assistance with its activities to nurture the scalability and sustainability of global health innovations that Grand Challenges Canada supports.

The objective of this Request for Proposals (RFP) is to select vendor(s) to enter into a contract with Grand Challenges Canada to provide the services described in the Statement of Work, as defined in Appendix A. Appendix B defines the evaluation criteria that will be used during the selection process.

1.2 About Grand Challenges Canada

Grand Challenges Canada is dedicated to supporting Bold Ideas with Big Impact®. Funded by the Government of Canada and other partners, Grand Challenges Canada funds innovators in low- and middle-income countries and Canada. The bold ideas Grand Challenges Canada supports integrate science and technology, social and business innovation – known as Integrated Innovation®.

One of the largest impact-first investors in Canada, and with a feminist investment approach, Grand Challenges Canada has supported a pipeline of over 800 innovations in more than 80 countries. Grand Challenges Canada estimates that these innovations have the potential to save up to 1 million lives and improve up to 28 million lives by 2030.

Grand Challenges Canada is hosted in Toronto at the Sandra Rotman Centre at the University Health Network.

For more information, please see: www.grandchallenges.ca, including our latest Annual Report under “Who We Are”.

1.3 Language

The terms “**Bid Solicitation**”, “**Request for Proposals**” and “**RFP**” are used interchangeably in this document.

Part 2: Standard Instructions, Clauses and Conditions

2.1 Submission of Proposal

- a. Grand Challenges Canada requests that each Bidder submit a Proposal by email only, to the email address outlined in Paragraph 2.2, as early as possible, but **no later than the deadline stipulated in Appendix A; see “Deadline For Submission”**.
- b. The Proposal must include the firm’s name, a contact name, address, telephone and fax numbers, and email address.
- c. Grand Challenges Canada requests that each bid contain a covering letter signed by the Bidder or by an authorized representative of the Bidder. The covering letter should reference the RFP Reference Number, which is included on the cover page of this document. The Bidder’s signature indicates acceptance of the terms and conditions set out and/or referenced herein. The signatory must have authority to commit the organization by making such a proposal. A contract will not be awarded until a signed covering letter from the Bidder is received by Grand Challenges Canada. If the Bidder fails to provide a signed covering letter when requested to do so by Grand Challenges Canada, then the Bidder shall be disqualified from the bidding process and be declared non-compliant.
- d. It is the Bidder's responsibility to:
 - i. Obtain clarification of the requirements contained in the bid solicitation, if necessary, prior to submitting a bid
 - ii. Prepare its bid in accordance with the instructions contained in this bid solicitation
 - iii. Submit by closing time
 - iv. Send its bid only to the Contracting Authority named in Paragraph 2.2 below
 - v. Provide a contact name, address, telephone number and email address in its bid, as indicated in 1b above
 - vi. Provide a comprehensible and sufficiently detailed bid, including all requested pricing details that will permit a complete evaluation, in accordance with the criteria set out in this bid solicitation.
- e. Bids will remain **open for acceptance** for a period of not less than twenty-one (21) calendar days from the closing date of the bid solicitation. Upon notification to the responsive bidders, Grand Challenges Canada reserves the right in its sole discretion to extend the bid validity period at any time for up to fourteen (14) calendar days.
- f. Bids and/or amendments thereto will only be accepted by Grand Challenges Canada if they are received at the email address indicated below in Paragraph 2.2, on or before the closing date and time specified herein.
- g. Bids received on or before the stipulated bid solicitation closing date and time will become the property of Grand Challenges Canada and will not be returned.
- h. All information within this bid solicitation is to be held in confidence.

- i. Grand Challenges Canada will regard and preserve as confidential and proprietary to the disclosing party all information, written, oral or computer-based, to which it has access as part of this bid solicitation, except with prior approval of the Bidder.
- j. Except as specifically provided otherwise in this bid solicitation, Grand Challenges Canada will evaluate a Bidder's bid only on the documentation provided as part of its bid. Grand Challenges Canada will not evaluate information not submitted with the bid, such as references to website addresses where additional information can be found, or technical manuals or brochures not submitted with the bid.

2.2 Contracting Authority

Grand Challenges Canada

661 University Avenue, Suite 1720
MaRS Centre, West Tower
Toronto, Ontario, M5G 1M1

Attention: Andre Lewis, Information Technology Analyst
Telephone: (416) 583.5821 ext. 5562
Fax: (416) 978-6826
Email: andre.lewis@grandchallenges.ca

Email is preferred for all communications.

Bids and amendments will only be accepted by email.

2.3 Late Bids

- a. The Bidder has sole responsibility for the timely receipt of a bid by Grand Challenges Canada and cannot transfer this responsibility to Grand Challenges Canada.
- b. Grand Challenges Canada will return bids delivered after the stipulated bid solicitation closing date and time referred to in **Appendix A**, under "**Deadline for Submission**", unless they qualify as a delayed bid.
- c. A bid received after the closing date and time but before the contract award date may be considered, provided the delay can be proven by the Bidder to have been due solely to a delay in delivery that can be attributed to incorrect handling by Grand Challenges Canada (a "delayed bid").
- d. Misrouting, traffic volume, weather disturbances, labour disputes or any other causes for the late delivery of bids are not acceptable reasons for the bid to be accepted by Grand Challenges Canada.

2.4 Legal Capacity

- a. The Bidder must have the legal capacity to contract. If the Bidder is a sole proprietorship, a partnership or a corporate body, the Bidder must provide, if requested

by the Contracting Authority, a statement and any requested supporting documentation indicating the laws under which it is registered or incorporated, together with the registered or corporate name and place of business. This also applies to bidders submitting a bid as a joint venture.

2.5 Rights of Grand Challenges Canada

- a. Grand Challenges Canada reserves the right, in its sole discretion, to:
 - i. Reject any or all bids received in response to the bid solicitation
 - ii. Enter into negotiations with bidders on any or all aspects of their bids
 - iii. Accept any bid in whole or in part without negotiations
 - iv. During the evaluation, members of the evaluation team may, at their discretion, submit questions to or conduct interviews with Bidders, at Bidder cost, upon forty-eight (48) hours' notice, to seek clarification and/or verify any or all information provided by the Bidder with respect to this bid solicitation
 - v. To award one or more contracts, if applicable
 - vi. Not to accept any deviations from the stated terms and conditions
 - vii. Conduct a survey of bidders' facilities and/or examine their technical, managerial and financial capabilities to determine if they are adequate to meet the requirements of the bid solicitation
 - viii. Contact any or all references supplied by bidders to verify and validate any information submitted in their bid, if applicable
 - ix. Correct any mathematical errors in the extended pricing of financial bids by using unit pricing and the quantities stated in the bid solicitation
 - x. Verify any information provided by bidders through independent research, use of any government resources or by contacting third parties deemed reliable by Grand Challenges Canada
 - xi. Incorporate all or any portion of the Statement of Work, Request for Proposals and the successful bid in any resulting contract
 - xii. Cancel the bid solicitation at any time without liability
 - xiii. Reissue the bid solicitation without liability
 - xiv. Extend the bid solicitation deadline without liability
 - xv. If no compliant bids are received and the requirement is not substantially modified, re-tender the requirement by inviting only the Bidders who bid to re-submit bids within a period designated by Grand Challenges Canada
 - xvi. Not to award a contract in part or at all.
- b. Bidders will have the number of days specified in the request by the Contracting Authority to comply with any request related to any of the above items. Failure to comply with the request may result in the bid being declared non-responsive.

2.6 Communications – Solicitation Period

- a. To ensure the integrity of the competitive bid process, all enquiries and other communications regarding the bid solicitation must be directed, by email, only to the Contracting Authority identified in the bid solicitation. Failure to comply can, for that reason alone, result in the disqualification of the bid.

- b. To ensure consistency and quality of information provided to bidders, significant enquiries received and the replies to such enquiries will be provided to all bidders, without revealing the sources of the enquiries.

2.7 Costs

- a. No payment will be made for costs incurred in the preparation and submission of a bid in response to the bid solicitation. Costs associated with preparing and submitting a bid, as well as any other costs incurred by the Bidder associated with the evaluation of the bid, are the sole responsibility of the Bidder.
- b. No costs incurred relating to the Work before the receipt of a signed contract or specified written authorization from the Contracting Authority can be charged to any resulting contract. In addition, the Contractor is not to perform Work in excess of or outside the scope of any resulting contract based on verbal or written requests or instructions from any Grand Challenges Canada personnel other than the Contracting Authority. The Contracting Authority is the only authority that can commit Grand Challenges Canada to the expenditure of the funds for this requirement.

Part 3: Bid Preparation Instructions and Evaluation Procedures

3.0 Format of Bid

All bids should include the following two clearly-identified sections:

Section 1: Technical Bid

In its technical bid, the Bidder must demonstrate its understanding of the requirements described in Appendix A of the bid solicitation, as well as demonstrate how the Bidder will meet the requirements of the Evaluation Criteria and Basis of Selection, as described in Appendix B. The technical bid **must not exceed 10 pages**, including the cover sheet and any appendices.

Section 2: Financial Bid

The Bidder must submit its financial bid in accordance with the **basis of fees**, as indicated in Paragraph 3.1 (a), below. The total amount of any taxes (e.g., the Harmonized Sales Tax (HST), Goods and Services Tax (GST), etc.) is to be shown separately, if applicable.

3.1 Mandatory Criteria for Technical and Financial Bid

a. The Bidder shall provide:

1. **Basis of fees**, which will be evaluated separately based on the submission
 - a. Bidders are required to provide their estimated fees in Canadian dollars, excluding applicable taxes, for each deliverable listed in Appendix A.
2. **History of the firm and location**, affiliation with any relevant partners or networks, size, etc.
3. **Description of support team** (see 3.2 (d), below), including bios, relevant experience and specific expertise that they will bring to this role. This section should demonstrate the ability of the firm to deliver on the specific items outlined in **Deliverables** in Appendix A.
4. **Description of support process**, including specifics regarding the level of responsiveness that Grand Challenges Canada can expect on a regular basis. This section should include details about measures in place for when the primary contact/support staff are not available.
5. **Two (2) client references ONLY**, for whom you have provided the services described in the statement of work – any Bidder who provides less or more than (2) references will be automatically disqualified from the bidding process and be given no further consideration
6. **Value-added services**, including whatever the Bidder may want to add to its proposal.

3.2 Evaluation Criteria and Procedures

- a. Bids will be assessed against all mandatory and rated requirements identified herein and evaluated in accordance with the evaluation criteria specified in Appendix B.
 - b. Only those bids that meet all mandatory requirements identified in this Request for Proposals will be further evaluated, based on the criteria listed in Appendix B.
 - c. The bid should be concise and should address, at a minimum, all mandatory criteria identified herein. It is suggested that the Bidder address these criteria in sufficient depth in the bid.
 - d. The bid must identify the qualifications and experience of the **firm** and the **proposed resource personnel** who will carry out the tasks, by systematically addressing each of the experience criteria, as detailed below.
 - i. The firm's profile and resume for each proposed resource must be included in the bid.
 - ii. For each resume submitted, the Bidder should ensure that:
 - The name of the individual is clearly indicated
 - The resume clearly demonstrates where, when and how the stated qualifications and/or experience of the individual were acquired. For evaluation purposes:
 - **Where** means the name of the institution, as well as the position/title held
 - **When** means the start date and end date (e.g., from January 2000 to March 2002) of the period during which the individual acquired the qualifications/experience
 - **How** means a clear description of activities performed and the responsibilities assigned to the individual in this position and during this period.
- Listing experience without providing any supporting data will not be considered to be "demonstrated" for the purpose of this evaluation. Full details should be included that describe the number of projects completed and in progress, the period of the work performed in number of months and years in past and present employment, etc.
- e. Based on the evaluation of the **Technical Bid** and the **Financial Bid**, competitive bids could be invited for an interview. The purpose of the interview would be to further assess the capacity of the Bidders to best deliver the scope of work.
 - f. The selected firm(s) will report to the Contracting Authority, and will define the process and implement the infrastructure needed to provide the contracted services.
 - g. Any firm currently providing audit services to Grand Challenges Canada cannot be considered for this Request for Proposals, due to the need for independence and perception of independence.

Appendix A: Statement of Work

1. OVERVIEW

1.1 Title

- a. Video Conference Solution and Support Services

1.2 Period of Contract

- a. The resulting contract will be in effect from approximately October 13, 2017, to October 12, 2018, with the option to renew for up to three (3) additional one-year terms, if so desired by Grand Challenges Canada.

1.3 Deadline for Submission

- a. Grand Challenges Canada requests that each Bidder submit a bid by email only, to the email address outlined in Paragraph 2.2, as early as possible, but **no later than September 26, 2017, at 15:00 Eastern Time.**

2. SCOPE OF WORK

Grand Challenges Canada (GCC) is seeking proposals from firms who are interested in providing us with a cloud-based video conferencing solution. GCC's employees utilize cloud-based video conferencing systems to communicate with our innovators and partners around the world on a daily basis, especially those located in low-middle income countries (LMIC).

The selected vendor will be responsible for implementing a cloud-based video conferencing solution that will work with GCC's video conference room systems, computers, and mobile devices.

GCC is currently using Bluejeans, a cloud-based video communication service, for video conferencing. Over the past 12 months, GCC has conducted 4,376 meetings on Bluejeans, resulting in 527,852 meeting minutes. During the same timeframe, GCC's staff connected with meeting participants, via Bluejeans, from various different countries around the world.

The meeting participants we communicated with most frequently, over a 12 month period, are located in the countries listed below.

- Ethiopia
- Cameroon
- Guatemala
- Australia
- Mexico
- France
- Colombia

- Brazil
- Senegal
- Netherlands
- Peru
- Rwanda
- Switzerland
- Uganda
- Bahamas
- India
- United Kingdom
- United States
- Canada

During the same 12 month time period, meeting participants connected to Bluejeans via various different endpoints. See the list of endpoints below:

- PSTN (33%)
- Mobile (8%)
- Desktop (52%)
- H323 room system (7%)

Currently, GCC has two room systems, a wireless touchscreen, and four display units. See the list of equipment and their respective location below:

Equipment description	Location	Quantity
Cisco Telepresence SX80	Large meeting room	1
Cisco Telepresence SX20	Small meeting room	1
Sharp 80" display	Large meeting room	1
Sharp 60" display	Large meeting room	2
Crestron wireless touchscreen (8.7")	Large meeting room	1
Samsung 40" display	Small meeting room	1

Objective:

- The bidder is responsible for ensuring that their video conferencing solution is optimized to work seamlessly on GCC's existing infrastructure;
- The bidder will provide testing of all video conference scenarios possible between GCC's endpoints, computers, and mobile devices, and with external parties;
- The bidder shall manage and provide support for their cloud-based video conferencing system for the duration of the contract;
- The bidder shall provide training to GCC's IT Analyst in the following areas:
 - Configuring the video conferencing solution;
 - Functionalities and configuring of recording;

- Basic user level troubleshooting;
 - Any other IT level feature which is deemed necessary to use the proposed video conferencing solution;
 - The period of the contract will be for 1 year;
- . The recommended cloud-based solution must include the following features at a minimum:
- The ability to host large meetings – anywhere from 2 to 100 concurrent meeting participants;
 - The ability to record meetings and stream meeting playbacks. Additionally, we would like the option to download meeting recordings;
 - The ability to join a meeting from a computer, mobile device, and a room system;
 - The ability to present documentations, files, video clips, etc. with meeting participants;
 - The ability to manage meetings in real-time;
 - The ability to connect to meeting via the internet and/or PSTN line;

Request for Proposal: Video conferencing solution and support service

Glossary

Abbreviation	Description
GCC	Grand Challenges Canada
IDRC	International Development Research Centre
CIHR	Canadian Institutes of Health Research
LMIC	Low Middle Income Countries

3. DELIVERABLES

- All RFPs must be submitted by September 26, 2017, at 15:00 eastern standard time;
- Bidders will be asked to do a live demo of their cloud-based video conferencing solution at GCC's office on or before October 11, 2017;
- The winning bidder will be required to provide a clear implementation plan on or before October 13, 2017;
- The winning bidder will be asked to provide onsite, personal training to GCC's IT Analyst on or before October 13, 2017;
- The winning bidder will be asked to have their cloud-based video conferencing solution fully integrated, configured and tested to the satisfaction of GCC's operations department, on or before October 13, 2017;

4. BASIS OF COSTS

Bidders are required to provide their estimated fees in Canadian dollars on an **hourly basis**, excluding applicable taxes. Pricing is to be inclusive of all costs and expenses, unless otherwise expressly provided in this RFP.

Partner Selection Process Timeline

Date	Milestone
September 6, 2017	Request for proposals distributed.
September 15, 2017	Deadline to submit questions to Grand Challenges Canada. (Send questions to andre.lewis@grandchallenges.ca).
September 20, 2017	Answers to submitted questions and any necessary RFP updates will be shared and posted at www.grandchallenges.ca .
September 26 – September 29, 2017	Review responses; select and notify semi-finalists.
October 3 – October 5, 2017	Invite 2-3 finalists to demonstration their video conferencing solution with Grand Challenges Canada evaluation team
October 10, 2017	Vendor selected; contract agreement signed
October 13, 2017	Move forward on project preparation

Appendix B: Evaluation Criteria and Basis of Selection

EVALUATION CRITERIA

Based on the evaluation of the Mandatory Criteria for Technical and Financial Bid, competitive bids will be invited for an interview. The purpose of the interview will be to further assess the capacity of the Bidders to best deliver the scope of work, as described in Appendix A.

SCORING RUBRIC FOR EVALUATION

1. Experience (45%)

- a. Functional, technical, sectoral or geographic – does the bidder have the:
 - i. Functional, technical or vertical expertise needed to accomplish their proposed deliverables?
 - ii. Sectoral/problem or issue-set expertise needed to accomplish their proposed deliverables?
 - iii. Geographic/location-based expertise needed to accomplish their proposed deliverables?
 - iv. Last mile/Base of the Pyramid client/user expertise needed to accomplish their proposed deliverables?
- b. Is the bidder an effective, results-driven leader/team with the proven capacity to deliver on their objectives?

2. Ability to deliver on tight timelines to achieve program goals (35%)

- a. Does the proposal show strong feasibility to move forward at least one of the key deliverables? On schedule?
- b. Does the proposal clearly articulate the key activities needed to achieve these deliverables?
- c. Will the completion of the proposed activities and deliverables help the program achieve its goals?

3. Fees (20%)

- a. Are the scope of the proposed work and the funds requested reasonable and commensurate with the proposed goals?
- b. Does the proposal represent a particularly thoughtful and efficient use of resources?