

BID SOLICITATION

Grand Challenges Canada

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Grand Challenges Canada®
Grands Défis Canada

BOLD IDEAS WITH BIG IMPACT®

Bid Solicitation:

Innovator Support Services: Non-financial support for humanitarian innovations

Submission Deadline:

March 6th, 2019 – 15:00 ET

RFP Reference Number:

RFP-HGC-2019-02-06

Executive Summary

Grand Challenges Canada (GCC) is seeking proposals to support the development, facilitation and execution of a comprehensive platform that provides **non-financial support** to innovations funded by **Creating Hope in Conflict: A Humanitarian Grand Challenge** (HGC). Non-financial support is defined as support services offered to increase the social impact, organizational resilience, financial sustainability and private sector partnerships of innovations that GCC directly funds.

Grand Challenges Canada is seeking a platform that utilizes a blended learning approach to non-financial support. This includes, but is not limited to, online-based as well as in-person support services. The content of the blended learning support services shall be tailored to the needs of HGC funded innovations. For all aspects of blended learning, the expectation is to leverage existing content that is readily available first, and that new content is developed only as required. Facilitation of some, or all, blended learning support services may be conducted by multiple vendor(s) or individual subject matter experts.

Creating Hope in Conflict: A Humanitarian Grand Challenge

Today, over 136 million people require humanitarian assistance. Hundreds of thousands of the most vulnerable people in conflict zones are currently difficult to reach by traditional humanitarian aid delivery. As the length, frequency and scope of armed conflicts increase, it is progressively more difficult to reach affected people in insecure areas with life-saving and life-improving humanitarian assistance.

International aid agencies face challenges in delivering humanitarian aid in conflict-affected contexts, including damaged infrastructure, aid diversion, corruption and threats of violence. Local responders are often better placed to reach affected people in insecure settings, but lack the funding or resources, or the capacity to provide aid in hard-to-reach places. As the scale of humanitarian emergencies continues to grow at a rate that surpasses the capacity of any one partner or sector to respond, new ways of thinking and working together are imperative.

To improve assistance in conflict-generated crises, the United States Agency for International Development Office of U.S. Foreign Disaster Assistance (USAID/OFDA), the UK Department for International Development (DFID), the Ministry of Foreign Affairs of the Netherlands and Grand Challenges Canada have launched Creating Hope in Conflict: A Humanitarian Grand Challenge.

Part 1: Introduction

1.1 Objective

Grand Challenges Canada is seeking to support the development, facilitation and execution of a comprehensive platform that provides non-financial support to innovators funded by Creating Hope in Conflict: A Humanitarian Grand Challenge. Non-financial support is defined as support services offered to increase the social impact, organizational resilience, and financial sustainability and private sector partnerships of innovations that GCC directly funds

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, and Appendix C covers fees.

1.2 Period of Contract

The resulting contract will be in effect from approximately March 22, 2019 to March 31, 2021, with the option to renew for up to two (2) additional one-year terms, if so desired by Grand Challenges Canada.

1.3 About the *Creating Hope in Conflict: A Humanitarian Grand Challenge*

1.3.1 Objective

The HGC **seek life-saving or life-improving innovations** to help the most vulnerable and hardest-to-reach people impacted by humanitarian crises caused by conflict. These innovations will involve a connection to the private sector and input from affected communities in order to provide, supply, or locally generate safe drinking water and sanitation, energy, life-saving information, or health supplies and services to help conflict-affected people.

The HGC is focused on helping people who are hardest-to-reach as a result of conflict-generated humanitarian emergencies. The United Nations Office for the Coordination of Humanitarian Affairs (UNOCHA) provides examples of some of the most challenging current humanitarian crises: unocha.org/where-we-work/current-emergencies.

The ultimate outcomes of interest for this Humanitarian Grand Challenge are **lives saved and lives improved** of conflict-affected people. Other qualitative and quantitative results should be collected to best demonstrate the impact of the innovation.

1.3.2 Current areas of Focus

The Humanitarian Grand Challenge is focused on addressing the most acute needs in conflict-affected areas that have the potential to be solved by innovation in one or more of the following four areas: (1) safe water and sanitation; (2) energy; (3) life-saving information; or (4) health supplies and services. Innovations must enable local solutions, serve local needs and delivery gaps, overcome common delivery barriers in conflict settings, or improve on the timeliness and cost efficiency of current humanitarian delivery methods.

1.3.3 The role of the private sector

Given the current scale of humanitarian needs, this challenge is too great for one sector to solve alone. Private sector approaches to testing, effectively scaling sustainable solutions, improving the speed, quality and cost-efficiency of manufacturing commodities and utilities, recycling products and financing innovative solutions can result in more effective and impactful solutions. The private sector can contribute valuable technical expertise, risk management, and access to networks and data, and may often have detailed knowledge about local conditions. HGC funded innovations are required to demonstrate potential relevance to, or identify potential opportunities for collaboration with, the private sector.¹

1.3.4 HGC Partners

Creating Hope in Conflict: A Humanitarian Grand Challenge is a partnership of the U.S. Agency for International Development (USAID), the U.K. Department for International Development (DFID), the Ministry of Foreign Affairs of the Netherlands, with support from Grand Challenges Canada. Together, we seek life-saving or life-improving innovations to help the most vulnerable and hardest-to-reach people impacted by humanitarian crises caused by conflict.

The U.S. Agency for International Development (USAID) is the world's premier international development agency and a catalytic actor driving development results. USAID's work advances U.S. national security and economic prosperity, demonstrates American generosity, and promotes a path to recipient self-reliance and resilience.

The Department for International Development (DFID) leads the UK's work to end extreme poverty. We are tackling the global challenges of our time including poverty and disease, mass migration, insecurity and conflict. Our work is building a safer, healthier, more prosperous world for people in developing countries and in the UK too.

The Ministry of Foreign Affairs of the Netherlands works to improve living conditions in poor, vulnerable countries and encouraging self-reliance. We try to tackle global challenges, such as poverty and food scarcity, climate change and epidemics. In developing countries, we work on issues such as economic resilience, better healthcare, food security and clean drinking water.

1.4 About Grand Challenges Canada

Grand Challenges Canada is dedicated to supporting Bold Ideas with Big Impact®. 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®.

¹ As articulated throughout this request for proposal, the selected vendor(s) will be expected to support HGC innovators with private sector engagement.

One of the largest impact-first investors in Canada, and with a feminist investment approach, Grand Challenges Canada has supported a pipeline of over 1,000 innovations in more than 80 countries.

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

1.5 Language

- The term Humanitarian Grand Challenge (HGC) is used to refer to ‘Creating Hope in Conflict: A Humanitarian Grand Challenge’.
- The terms “Bid Solicitation”, “Request for Proposals” and “RFP” are used interchangeably in this document.
- The terms “firm”, “organization” and “vendor” are used interchangeably in this document
- GCC supports innovative ideas, hereinafter referred to as innovations. Innovations are implemented by enterprises with various organization structures (i.e. for-profit and non-profit social enterprises, non-governmental organization, or academic institutions). “Innovators” refers to the individuals; acting on behalf of these organizations, to implement GCC funded innovations.
- “Online platform” refers to online tool(s) to enable innovators to access the services outlined in Appendix A. GCC is agnostic to which online tools are proposed, as long as proposals outlined how the proposed online tool(s) will be leveraged to provide the services outlined in Appendix A. The preference is to use existing online tool(s), and to not use limited resources to build a new platform.

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, email address and Data Universal Numbering System (DUNS) number².
- 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. The covering letter shall not be counted towards the proposal page limit.
- 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.
 - vii. To be eligible to receive U.S. government funds according to the U.S. Department of the Treasury’s Office of Foreign Assets Control (OFAC) database and United Nations Security designation list.
- 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.

² If prospective vendor(s) do not have a DUNS number at time of submission, this shall be clearly identified in the proposal, along with intention to obtain a DUNS number if selected as the winning bid.

- 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: Abdul Mohamed, Investment Manager

Telephone: (416) 583-5821 x 5561

Email: abdul.mohamed@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

3.1 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. For proposals bidding for more than one set of deliverables, as defined in Appendix A, the technical bid must not exceed 12 pages.

Section 2: Financial Bid

The Bidder must submit its financial bid in accordance with the **basis of fees**, as indicated in Appendix C. 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.

3.2 Evaluation 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. 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

To improve assistance in conflict-generated crises, the United States Agency for International Development Office of U.S. Foreign Disaster Assistance (USAID/OFDA), the UK Department for International Development (DFID), and Grand Challenges Canada (GCC) have launched Creating Hope in Conflict: A Humanitarian Grand Challenge (HGC).

GCC is seeking proposals for the development, facilitation and execution of a comprehensive platform that provides non-financial support to innovations funded by the HGC.

2. SCOPE OF WORK

GCC is seeking a comprehensive platform that provides non-financial support to HGC innovators. Non-financial support is defined as support services offered to increase the social impact, organizational resilience, financial sustainability and private sector partnerships³ of innovations that GCC directly funds.

The support platform will be tailored to the needs of HGC innovators. HGC innovators will fit into two categories, based on maturity of the innovation:

- **Seed innovations:**
 - Innovations in this category are testing new ideas and approaches to humanitarian assistance, to determine whether or not they are effective. By the end of the funding period, projects that receive seed funding are expected to demonstrate evidence (e.g., proof of concept), in a controlled or limited setting.
 - Innovations may include those that are at the preliminary ideation stage, or those that are further developing a specific innovation.⁴ Thus, vendor(s) will be required to tailor support services to the bespoke needs of innovators.

- **Transition to Scale (TTS) innovations:**
 - Innovations in this category have already achieved proof of concept, and are working towards transitioning their innovations to scale.
 - Innovations may be at various stages of scaling (i.e. some innovations may have a handful of customers, while others may have tens of thousands of customers). Thus, vendor(s) will be required to tailor support services to the bespoke needs of innovators.

A list of sample HGC innovations is listed in Appendix D. The first round, of approximately 25 HGC, innovators are working in one of the following priority areas to support conflict-affected communities:

- safe water and sanitation,

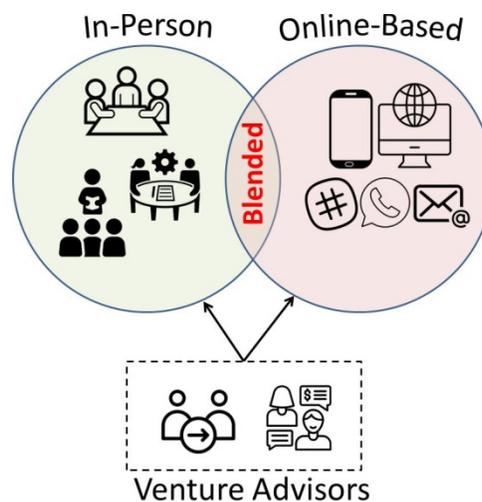
³ Private sector partnerships include, but are not limited to: public-private-partnerships, supporting innovators in developing business cases to solicit and secure private sector partnerships, matching innovators with strategic private sector partnerships or private sector funding opportunities.

⁴ Vendor(s) may use International Development Innovation Alliance's (IDIA) scaling stages as a reference point. <https://www.idiainnovation.org/ecosystem-actors/>

- energy,
- life-saving information, or/and
- health supplies and services

Future rounds of the HGC may narrow or expand priority areas, thus, vendor(s) may be required support innovations in several sectors. Selected vendor(s) will be expected to provide non-financial support to approximately 25 innovations per calendar year, with the pool of innovations supported growing by approximately 25 innovations per year. Each HGC innovator is expected to receive non-financial support for a period of two years, coinciding with their 24 months of funding.⁵ Proposals should identify how many team members per innovation can be supported during blended learning opportunities.

The support platform is expected to be utilized by both types of HGC innovations identified above, using a blended learning approach. A blended learning approach includes, but is not limited to, online-based as well as in-person support services, both supported by venture advisor support.



The basis of all non-financial support services offered and delivered to HGC innovators shall be informed by a needs assessment. An initial needs assessment, for each innovation, shall be conducted and be updated at various points throughout each innovation’s scaling journey.⁶ Needs assessments shall be conducted collaboratively, to ensure HGC innovators are engaged and committed to utilizing the support services. Vendor(s) shall indicate which tools and processes will be used to routinely conduct innovator needs assessments.

⁵ The first cohort of seeds innovators will begin their funding period by March 2019, with TTS innovators expected to begin their funding period by August 2019.

⁶ At present, HGC innovations are funded for 24 months. The HGC platform may elect to support innovators with non-financial support beyond the active funding period.

Each innovator needs assessment shall inform the creation of an individual development plan, which outlines how the support services, outlined below, will be utilized to address innovator needs.⁷

The venture advisor support services shall accomplish the following goals:

- Offer a roster of experts to provide tailored one-on-one support to HGC innovators. The roster of venture advisors should be developed to address the key areas of the support services: increase innovator's social impact, organizational resilience, financial sustainability and private sector partnerships⁸
 - It's expected that venture advisor support will have a strong focus on (i) private sector partnership development and (ii) designing, testing and implementing plans for scale and sustainability
- The selected vendor(s) may provide venture advisor support directly and/or take the lead on collaboratively developing a roster of venture advisors with the HGC platform⁹
- Venture advisors will be called upon to deliver support services both virtually (i.e. online) as well as at in-person (on-location support directly with innovators and/or at cohort events)

The online support services shall accomplish the following goals:

- Develop a platform¹⁰ where HGC innovators can meet, interact, collaborate and learn from each other online¹¹
- A means for innovators to access pre-curated content (E.g. self-learning content)
- A means for innovators to access and participate in curated and/or facilitated-learning content (E.g. webinars or guest speakers), with a suggested frequency of quarterly
- A means for innovators to engage with venture advisors remotely
- Support or supplement any in-person support services

Note: HGC innovators will be located in various geographies and time zones, and will sometimes have limited or inconsistent access to the internet.

The in-person support services shall accomplish the following goals:

- Develop events where HGC innovators can meet, interact, collaborate and learn from each other in-person
- Support HGC innovators in tackling critical challenges, through facilitation of engaging in-person learning opportunities
- Connect HGC innovators to advisors, technical experts, funders, private sector companies, and/or other key strategic partners

⁷ Seed innovations may have very similar development plans, thus resulting in use of a cohort-style blended learning approach for all activities. In comparison, transition to scale innovations needs maybe more bespoke, resulting in development plans that leverage greater use of one-on-one support by venture advisors.

⁸ A comprehensive roster of ventures advisors is expected to include, but not limited to, humanitarian experts, monitoring and evaluation experts, technical experts, private sector partnership experts and fundraising experts. Humanitarian expertise includes, but not limited to, subject matters such as working in conflict zones, humanitarian ethics and disability inclusion.

⁹ The HGC platform consists of HGC partners and Grand Challenges Canada.

¹⁰ Please see Section 1.5 for further clarification on the term online platform.

¹¹ Where possible, vendor(s) are encouraged to leverage existing platforms that already exist. For example, the Global Innovation Exchange or other commonly used communications platforms.

Note: The administrative component of organizing in-person events **is not** within the scope of this RFP (i.e. securing venues, flights, catering, etc.). The selected vendor(s) **will be** responsible for co-designing content, with the HGC platform, and operational elements pertaining to in-person events. The selected vendor(s) will also be responsible with working collaboratively with staff responsible for the administrative component of in-person events. Vendor(s) may suggest prospective venues for the in-person events as part of their proposal.

Note: It is expected that there will be at least one in-person event per calendar year, with the first such event occurring in May 2019¹⁴.

In addition to the individual innovator development plan, vendor(s) are required to develop a two year program plan for content to be covered during online and in-person support services.. The program plan shall outline specific topics, subject matters, themes or other descriptors to outline how vendor(s) propose supporting innovators. It is expected that program plan is comprehensive in nature; supporting innovators increase their social impact, organizational resilience financial sustainability and private sector partnerships.

Note: Given the nature of HGC innovations, GCC expects that program plans will include support services that take into account the challenges of working in conflict settings (e.g. humanitarian principles)

Selected vendor(s) should be creative in the type of blended learning support services offered, drawing upon on their own experience and/or published research, to best support HGC innovators. Selected vendor(s) should also consider the value of utilizing experts, outside of the vendor's core staff, as facilitators of blended learning opportunities.

3. DELIVERABLES

Vendor(s) may select to bid for one or more portions of the scope of work outlined above. Vendor(s) must clearly identify which area(s) of the scope of work are included in submitted proposals.

3.1 Venture Advisor Deliverables:

- The development and use of tools and processes to:
 - Conduct innovator needs assessments
 - Create individual innovator development plans
 - Monitor the growth of innovators through their development plans
 - Measure the effectiveness of the venture advisor support platform based on appropriate metrics and benchmarks
 - Improve and iterate the venture advisor support platform, based on feedback from innovators and the HGC platform
- A roster of venture advisors capable of supporting innovators needs to increase their social impact, organizational resilience, financial sustainability and private sector partnerships

¹⁴ The specific location of first cohort event has not been determined yet.

- Vendor(s) shall clearly identify which areas of support will be provided directly by core staff, and which areas of support will utilize external resources
- A lessons learned report that summarizes key learnings and common issues across the portfolio. This report shall be submitted in accordance with the reporting frequency listed below.

3.2 Online Support Platform Deliverables:

- The development and use of tools and processes to:
 - Conduct innovator needs assessments
 - Create individual innovator development plans
 - Monitor the growth of innovators through their development plans
 - Measure the effectiveness of the online support platform based on appropriate metrics and benchmarks
 - Improve and iterate the online support platform, based on feedback from innovators and the HGC platform
- Develop, facilitate and execute a two year program plan that includes all online platform learning opportunities. The program plan should identify how venture advisor support services will be leveraged for in-person learning¹⁵
- Develop and manage an online platform that, at a minimum, satisfy the goals listed above
- A lessons learned report that summarizes key learnings and common issues across the portfolio. This report shall be submitted in accordance with the reporting frequency listed below.

3.3 In-person Support Platform Deliverables:

- The development and use of tools and processes to:
 - Conduct innovator needs assessments
 - Create individual innovator development plans
 - Monitor the growth of innovators through their development plans
 - Measure the effectiveness of the in-person support platform based on appropriate metrics and benchmarks
 - Improve and iterate the in-person support platform, based on feedback from innovators and the HGC platform
- Develop, facilitate and execute a two year program plan that includes all in-person learning opportunities. The program plan should identify how venture advisor support services will be leveraged for in-person learning¹⁶
- Co-create and execute in-person learning opportunities that, at a minimum, satisfy the goals listed above
- A lessons learned report that summarizes key learnings and common issues across the portfolio. This report shall be submitted in accordance with the reporting frequency listed below.

For vendor(s) that bid on more than one set of deliverables, proposals may include only one proposed set of tools, processes and program plans to accomplish the required deliverables. The

¹⁵ For vendor(s) not bidding on the venture advisor deliverables, it is sufficient to simply identify which areas of the program plan will leverage venture advisor support services,

¹⁶ For vendor(s) not bidding on the venture advisor deliverables, it is sufficient to simply identify which areas of the program plan will leverage venture advisor support services,

start of any proposed programs plans should align with the start of the contract period indicated in Section 1.1 above.

The selected vendor(s) will provide regular updates¹⁷ to the Contracting Authority in addition to formal quarterly reports on all activities undertaken and implemented by innovators. Selected vendor(s) will also provide an account of projected work, to be agreed upon by the Contracting Authority and key GCC team members on the same quarterly basis.

The selected vendor(s) will also contribute to GCC's quarterly reporting and annual portfolio review, which may require ad-hoc analytical statements of work in memo format and/or presentation format.

¹⁷ The frequency of the regular updates will be mutually agreed upon by GCC and the selected vendor(s). It's expected that updates will be more frequent during the beginning of the engagement, and may transition to updates every two months.

Appendix B: Evaluation Criteria and Basis of Selection

EVALUATION CRITERIA AND CRITERIA

Evaluation Criteria and Process

Only those bids that meet all mandatory requirements identified in this Request for Proposal will be further evaluated, based on the criteria listed below.

The bid should be concise and should address, at a minimum, all mandatory criteria identified below. It is suggested that the Bidder address these criteria in sufficient depth in the bid.

The bid must identify the qualifications and experience of the vendor(s) and the proposed resource personnel who will carry out the tasks, by systematically addressing each of the experience criteria as detailed below.

The vendor's profile and resume for each proposed resource must be included in the bid.

For each resume submitted, the Bidder should ensure that:

- i. The name of the individual is clearly indicated
- ii. The resume clearly demonstrates where, when and how the stated qualifications/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.

Mandatory Criteria for Technical and Financial Bid

The Bidder shall provide:

1. **Basis of fees**, which will be evaluated separately, as described in Appendix C
2. **History of the firm and location**, affiliation with any relevant partners or networks, size, etc.
3. **Description of support team** 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.
7. **Data Universal Numbering System (DUNS)**, number included with financial submission.¹⁸ In addition, vendor(s) must be eligible to receive U.S. government funds according to the U.S. Department of the Treasury's Office of Foreign Assets Control (OFAC) database and United Nations Security designation list.

SCORING RUBRIC FOR EVALUATION

1. Proposed program plans

- a. Does the proposed program plan incorporate blended support services for innovators?
- b. Does the proposed program plan include content to support innovators increase the social impact, organizational resilience, financial sustainability and private sector partnerships of their innovations?
- c. Does the proposed program plan include considerations of the challenges innovators will face in the humanitarian context, specifically conflict zones?
- d. Does the proposed program plan leverage existing content where available?
- e. Does the execution of the program plan include partnerships with organizations in humanitarian ecosystem, with a particular focus on private sector engagement?
- f. Are the proposed tools to identify innovator needs and monitor innovator growth comprehensive?

2. Online learning platform

- a. Have proposed online tool(s)/platform(s) been effectively used by the vendor in the past?
- b. Do proposed online tool(s)/platform(s) present good value for money?
- c. How easily managed are the proposed online tool(s)/platform(s)?

3. Vendor's Experience

- a. Functional, technical, sectoral or geographic – do the vendor(s) 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. Last mile/Base of the Pyramid client/user expertise needed to accomplish their proposed deliverables?

¹⁸If prospective vendor(s) do not have a DUNS number at time of submission, this shall be clearly identified in the proposal, along with intention to obtain a DUNS number if selected as the winning bid.

- iv. Humanitarian context expertise needed to accomplish their proposed deliverables?
- v. Expertise in supporting innovations scale new innovative ideas?

4. Feasibility

- a. Does the proposal show strong feasibility to move forward the key deliverables? On schedule?
- b. Does the proposal clearly articulate the key activities needed to achieve these deliverables?

5. Fees

- 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?

Appendix C: Fees

Bidders are required to provide their estimated fees in Canadian dollars, excluding applicable taxes, for each deliverable listed in Appendix A. Where applicable, variable fees (i.e. per innovator costs) should be clearly identified.¹⁹

Bidders are requested to provide the hourly fee for personnel involved in delivering the proposed deliverables.

¹⁹ Excluding any required initial development costs (i.e. content development, etc.), it's expected that the cost of providing each innovator with non-financial support will be USD\$2,000 - \$5,000.

Appendix D: Sample of prospective HGC innovations

Listed below is a sample of some HGC innovations²⁰:

- Testing “smart” glasses that allow local health care workers in the Democratic Republic of Congo to receive real-time medical expertise remotely from doctors.
- Strengthening the resilience of health systems in Yemen and Syria—while diminishing reliance on diesel fuel—by integrating solar power, electronic-vehicle ambulance systems, and remote telemedicine services.
- Developing a community-based network of support groups that promote the inclusion of children and young people with disabilities.
- Deploying 3-D printing technology to make high-quality lower-body prosthetics for people with disabilities in Tanzania.
- Developing maggot-debridement therapy for effective wound care in Afghanistan, South Sudan, Syria, and Yemen.
- Implementing chatbot technology to diagnose and monitor malnutrition in Sénégal.
- Validating the need for a tele-microbiology system in Syria to enhance capacity for diagnostic microbiological testing and the analysis of results.
- Implementing high-tech water-purification and renewable solar-power systems in Yemen, with the goal of producing 1,000 gallons of safe drinking water a day.
- Building and evaluating a safe-water optimization tool—by leveraging cloud computing and artificial intelligence—to ensure water is safe to drink at field sites in South Sudan, Nigeria, Bangladesh, and Malawi.
- Manufacturing an inflatable surgical “mini operating room” that fits into a backpack, to enable safe surgeries to be done anytime, anyplace, piloted in Burkina Faso, Mali, and Uganda.
- Validating and piloting a compact, portable, sewage-evaporating toilet that provides safe, private sanitation to homes with no power or plumbing in Lebanon, and Jordan.
- Developing a water-based smartphone diagnostic device for Yemen and Haiti that uses DNA-amplification to detect the bacteria *Vibrio cholerae*, which causes cholera, in less than 30 minutes.
- Piloting an inexpensive, electricity-free cold-storage box in India and Afghanistan that can keep essential food and medication fresh for more than 20 weeks.
- Testing a method to collect, store, and recover solar energy in portable containers for cooking, space-heating, and thermal pasteurization in Kenya.
- Delivering a rapidly deployable telemedicine platform called *Intelehealth* to connect community health workers remotely with a network of doctors, with the goal of providing primary/specialist health consultations in hard-to-reach areas of Syria and Jordan.
- Supporting renewable energy in Uganda and South Sudan by establishing an *energy credit*, which monetizes renewable-energy generation from off-grid conflict settings, by linking robust international energy markets to fragile states.
- Designing and testing a low-cost, locally sourced, mobile, plug-and-play battery module to produce stable and renewable energy for health care in Syria and Turkey.

²⁰ Some of the implementation countries for certain innovations may change from what is listed above.

- Introducing hydroponic vegetable and fodder-production at the Zam Zam displacement camp in Darfur, Sudan, with methods that use 90 percent less water than traditional farming to improve food security.
- Piloting a system of solar-powered water pumps and sensor-driven drip irrigation in villages across South Sudan to support the livelihoods of conflict-affected people.
- Developing a tablet-based app that provides guidelines and knowledge to healthcare providers who are treating diabetes and hypertension care in Syria.
- Piloting a low-cost mobile platform, designed by women, to combat violence against female refugees in Jordan by reporting incidents and providing up-to-date information and awareness on rights, local services, and safe spaces.
- Implementing a chatbot program that aggregates real-time humanitarian needs from frontline responders, accessible to multiple stakeholders via secure database, piloted in Kenya.
- Developing a process that simplifies the process of collecting large-scale data and feedback from the humanitarian community in Iraq, Niger, Syria, and Afghanistan.