



Frequently Asked Questions (FAQ)

TRANSITION TO SCALE

*This document incorporates all queries as of **February 12th, 2019***

This document addresses questions received by Grand Challenges Canada with respect to the following RFP: RFP-VA-2019-01-01 Online mHealth Innovator Support Platform Request-for-Proposal announced February 4th, 2019. Additional questions must be submitted to Natasha.cassinath@grandchallenges.ca. Updated FAQ document(s) will be posted periodically and up to one week prior to the Request-for-Proposals deadline of February 18th, 2019 (11:59 p.m. ET).

General Questions

1. What is the maximum budget for this RFP?

A. Grand Challenges Canada has intentionally omitted a suggested budget or ceiling. We want the bidder to put forth a plan that represents good value for money— ideally, a cost effective, high quality and big impact model that we can reproduce. Final applicants will be invited to an interview where we will discuss the budget in more detail. We are looking for the right fit of experience and skills for our innovators, so we will reserve the right to negotiate during the negotiation phase. For the budget proposal, we suggest that applicants provide the number of hours they believe will be required to provide high quality support given the number of innovators that will be supported in the timeframe.

2. We would like clarify your expectations for the online training component post-project. Would you like a platform where the innovators can still access the training materials and content and continue to network and access more diverse mentors? Or would you prefer the materials be available online for use only during the project period?



A. Grand Challenges Canada is gravitating towards the second option you mention, however bidders are encouraged to include a rough figure for ongoing access to content.

3. Since the RFP mentions that Grand Challenges Canada is open to co-design, we assume that it is possible to bid with two collaborating parties, one being the consultant specialized in design and facilitation, and the other being the technical partner specialized in software and multi-access platforms. Can you please confirm if this is possible or if this would lead to a disqualification?

A. Grand Challenges Canada encourages collaboration between multiple parties. However, we would like to be clear that the online platform does not require any technical development work. The bidder should use readily available tools (Slack, Skype etc.) for communication and storage of learning content. The design phase refers to research into innovator capacity building and networking needs, and the frequency, mode and delivery of content etc.

4. One of the bidders in the consortium are currently bidding on another Grand Challenges Canada programme. Will this prevent them from joining this consortium?

A. The other member of your consortium cannot be a grantee. However, this person can be another contractor. Grand Challenges Canada suggests that the time split between the projects be made explicit.

5. Are consortium bids encouraged?

A. These are neither encouraged nor discouraged. Grand Challenges Canada is looking for the best party or parties able to deliver on the activities as described. But yes, please do apply as a consortium if this would be the best means to deliver the support platform.

6. How would Grand Challenges Canada like bidders to proceed with the client references if multiple parties are collaborating on this proposal? One reference for each party?

A. Grand Challenges Canada prefers to deal with one party, and the other act as a sub-grantee. So we would require references for the principal applicant as it is understood that the principal applicant is responsible for the work and vetting of the sub-grantee.

7. The RFP mentions 2 phases: Co-Design and Facilitation, and the description seems to expect facilitation and use of the online-platform directly after the co-design phase. Would the pilot-project allow for development, customization and implementation phase before the facilitation phase? And if so, how long would you allow for that development and implementation phase?

A. Yes, approximately one month. This is negotiable - but the intention is to start with the innovators as soon as possible. Again, Grand Challenges Canada would like to be clear that the online platform does not require any technical development work.



8. It would be useful to understand the capacity needs of the innovators more in detail. For instance, do they need more innovation process support (business model innovation, consumer insights, financial modelling, design sprints) or do they need more technical innovation support (with the actual product development)

A. The innovators will be past the proof-of-concept stage, therefore the support that Grand Challenges Canada is seeking is more in alignment with the first option (business model innovation, consumer insights, financial modelling, and design sprints). Please refer to Appendix A for the Scope of Work.

9. What other accelerators do your innovators engage in? Have they made specific requests of Grand Challenges Canada for the type of support they are looking for?

A. Grand Challenges Canada is not seeking an accelerator program. Grand Challenges Canada is seeking to create a community and leverage learning. It could be thought of as a subsector business/scaling community of practice, not just a business accelerator format.

10. Based on previous experiences, several innovators could benefit from more formal support (financial modeling assistance, partnership facilitation, etc.) vs. exposure to content and discussions. Is Grand Challenges Canada open to providing this kind of support as part of this effort?

A. Absolutely. The depth of the engagement is completely flexible.

11. Are the innovators who will take part in the co-design phase already selected and known? And if yes, can their names, mission, innovation, tools and operating cities/countries/regions be disclosed to ensure compliance with relevant information?

A. The innovators business areas and location are found in Appendix D of the RFP.

12. Are the resumes of the team members included in the ten page limit of the technical bid? Also, what is the recommended length for a client reference?

A. The reference should be the provision of contact information of the referee. The CVs are not included in the 10 page limit of the proposal, but should be kept to a maximum of 2 pages each.

13. Is there a recommended number of resumes to attach? Is it expected that a resume will be attached for every person involved or just the key members?

A. Grand Challenges Canada only requires the resumes/CVs of the key players involved in the development and facilitation of the program, not the entire organization.

14. Paragraph 3.1 states “The Bidder must submit its financial bid in accordance with the basis of fees, as indicated in Paragraph 3.1 (a), below.” However there is no Paragraph 3.1 (a). Please clarify this item.

A. This is an error. It should read: as indicated in Appendix C.

15. In Appendix A: Statement of Work there is a reference to bi-monthly updates. Please clarify if this term is meant to be twice per month or once every two months.

A. The reporting should be monthly. For the sake of consistency, Grand Challenges Canada recommends budgeting for every two months. Revisions can take place during the negotiation phase.

16. What is the deadline for proposals?

A. The deadline for bids is February 18, 2019.

17. Is there a preferred format for submission? Are various files types acceptable?

A. Grand Challenges Canada will accept any file format as long as the bidder can respond to all the questions.

18. What is the deadline for proposals?

A. The deadline for bids is February 18, 2019.

19. What is the expected date that work would need to begin and be completed?

A. Approx. March – December 2019.

Questions Specific to mHealth Cohort

20. The statement of work includes the identification of evaluation metrics (indicators, benchmarks) to measure success. There is also a deliverable to support the evaluation of the pilot online platform. However, what is not clear is whether the bidder should take responsibility for the final evaluation, or whether the bidder should only define metrics and support evaluation conducted by somebody else.

A. The bidder will not take responsibility for the final evaluation as this would likely be biased. We will engage an external party. To the extent the bidder has experience and ideas around best metrics that could support this work, they will be engaged to participate in the evaluation design process.

21. Are the four collaborators referenced in the RFP existing organizations that would use the platform or are they organizations that we would need to identify?

A. They would use the platform. All innovators are Grand Challenges Canada grantees.

22. What work has been completed to date to understand the challenges that your mHealth innovators are facing in scaling and sustaining their solutions?

A. None – this would be part of the design process.

23. To what extent do your mHealth innovators engage with one another already to share learnings, challenges, etc.?

A. Not at all as far as we know.

24. Would you be open to innovations focusing on multiple countries?

A. Please see the list of innovators in Appendix D. These are all Grand Challenges Canada innovators in different countries.

ADDITIONAL QUESTIONS

Any additional questions should be sent to Natasha.cassinath@grandchallenges.ca

For information on all Grand Challenges Canada programs, please find us at grandchallenges.ca and on [Facebook](#), [Twitter](#), [YouTube](#) and [LinkedIn](#).