

# Request for Proposal

**Date:** 8/2/2022

**Subject:** Mental health platform for US based employees

**Introduction:** TechnoServe is an international nonprofit organization that helps people lift themselves out of poverty by harnessing the power of the private sector. Operating in almost 30 countries, we work with hardworking women and men in the developing world to build competitive farms, businesses, and industries. By linking people to information, capital, and markets, we have helped millions to create lasting prosperity for their families and communities.

**General Requirements:** The requirements for TechnoServe's anticipated purchase are listed below. An additional and more detailed Statement of Work is also attached.

TechnoServe is proactive in mitigating workplace mental health issues. To this end, we are soliciting a contractor that can support the design & implementation of a mental health platform for employee use.

The contractor will be responsible for engaging w/ the Benefits team to launch & deliver a platform consistent w/ TechnoServe's culture & mission; as well as provide resources on popular mental health topics; Ongoing support w/ user uptake & optimization; and Troubleshooting for tech. issues.

**Period of Performance:** The period of performance of any contract resulting from this solicitation is anticipated to be between the start and end dates listed below. Proposals shall detail the estimated length of time required to accomplish all requirements, with detail on individual activity implementation dates, as referenced in the Scope of Work.

**Start Date:** 8/15/2022

**End Date:** 10/31/2022

**Proposal Content Instructions:** In addition to responding to the Statement of Work, all proposals must:

- Describe the qualifications, experience and capabilities of the firm in providing the type of services being requested by this RFP. Resumes or CVs of "key personnel" shall be submitted as an attachment.

- Include a contact name, email address, and telephone number to facilitate communication between TechnoServe and the submitting organization.
- A brief outline of the company and services offered, including:
  - Full legal name, jurisdiction of incorporation, and address of the company.
  - Full legal name and country of citizenry of company's President, Chief Executive Officer, and/or all other principal officers of the company.
- Year the business was established.

Proposals must contain a detailed cost breakdown with applicable taxes and other charges clearly identified (and be presented in conformity with any further instructions included in the Statement of Work).

To ensure consideration, all quotes must be submitted in the language, currency, and by the due date noted below:

**Language:** English

**Currency:** USD

**Submission  
Instructions:**

All proposals must be emailed to the address below with your proposal attached in one or more files (PDF preferred). You will receive an auto-confirmation upon receipt. To ensure the integrity of this procurement exercise, DO NOT email your proposal to any employee of TechnoServe or deliver your proposal in hard copy to a TechnoServe office. **Failing to strictly adhere to these instructions may make your proposal ineligible for consideration.**

**Email:** buy+US+P0012934@tns.org

**Order of Events:**

This solicitation exercise will be administered in accordance with the following dates (subject to change at TechnoServe's sole discretion):

<b>Date</b>	<b>Event</b>
8/4/2022	Last date that questions will be accepted. Note that questions and answers will be distributed to all interested parties, so questions should not disclose trade secrets, confidential information, or information that might give another vendor a competitive advantage.  Questions should be emailed to:  dlape@tns.org
8/5/2022	Date that answers to questions will be distributed to all.
8/9/2022	Last date that proposals will be accepted by TechnoServe.

**Terms and Conditions:**

- The Request for Proposal is not and shall not be considered an offer by TechnoServe.
- All responses must be received on or before the date and time indicated on the RFP. All late responses will be rejected.
- All unresponsive proposals will be rejected.
- All proposals will be considered binding offers. Prices proposed must be valid for the entire period provided by the respondent or required by the RFP.
- All awards will be subject to TechnoServe contractual terms and conditions and contingent on the availability of donor funding.
- TechnoServe reserves the right to accept or reject any proposal or cancel the solicitation process at any time, without assigning any reason, and shall have no liability to any vendors submitting proposals for such rejection or cancellation of the RFP.
- TechnoServe reserves the right to accept all or part of the proposal when awarding the purchase order/contract.
- All information provided by TechnoServe in this RFP is offered in good faith. Individual items are subject to change at any time and all bidders will be provided with notification of any changes. TechnoServe is not responsible or liable for any use of the information submitted by bidders or for any claims asserted therefrom.
- TechnoServe reserves the right to require any bidder to enter into a non-disclosure agreement.
- The bidders are solely obligated to pay for all costs, of any kind whatsoever, which may be incurred by bidder or any third parties, in connection with the Response. All Responses and supporting documentation shall become the property of TechnoServe, subject to claims of confidentiality in respect of the Response and supporting documentation, which have been clearly marked confidential by the bidder.
- Bidders are required to identify and disclose any actual or potential Conflict of Interest.

**Criteria for Selection:**

The evaluation of each response to this solicitation will be based on the requirements set out in the Criteria for Selection and according to the requirements in this RFP. At the sole discretion of TechnoServe, the responsive bidders may be selected for follow-up questions or to provide an oral presentation. TechnoServe reserves the right to award the contract to the organization whose proposal is deemed to be in the best interest of and most advantageous to TechnoServe. TechnoServe will not award a contract to any bidder where there is indication of a lack of business integrity. After TechnoServe receives proposals and written evaluations are completed, the selected bidder will be notified. Commitments made by the bidder after selection, and final demonstration will be considered. The following points will be assigned to the proposals for evaluation purposes.

<b>Max Points</b>	<b>Criterion</b>
25	Price, inclusive of all delivery fees and taxes
25	Implementation plan and approach (includ. Technical support)
10	Dashboard reporting options: Metrics for Sr. Mgmt team
10	Language availability & accessibility
10	Privacy & Data protection (HIPAA & GDPR compliant)
20	Experience & reputation of the firm

**The attached Statement of Work represents an integral part of this solicitation.**

## **EXHIBIT 1: Statement of Work**

### **Performance Location**

Virtual

### **Background and Objective**

TechnoServe ([www.technoserve.org](http://www.technoserve.org)) is a non-profit, economic development organization with a sustained commitment to its 50-year old founding mission to work with enterprising men and women in the developing world to build competitive farms, businesses, and industries. We are business specialists assisting farmers and other entrepreneurs in 29 countries, increasing their access to information, capital, and markets. The increased income our clients derive enhances resilience and prosperity for their families and communities. In 2018, TechnoServe assisted 412,000 farmers and 45,000 businesses resulting in \$188 million of new revenues and wages for participating farmers. As an organization, we want to continue supporting our employees to complete this incredible mission. Support comes in many facets; physically, financially, and often overlooked, in an emotional/mental capacity.

#### *What are Mental Health Issues?*

Mental health issues in the workplace are any conditions that affect employees' state of mind. These conditions may include mild depression, stress and severe anxiety which may result in burnout and nervous breakdowns. Substance abuse may also perpetuate mental health issues. Employees may experience mental health issues for various reasons that an employer cannot control (e.g. hereditary, family conflicts, general health.) But, there are also work-related reasons for mental health problems, including:

- Job insecurity.
- Excessive pressure.
- Work-life imbalance.
- Lack of appreciation.
- Hostile workplace conditions.
- Unsatisfactory job or workload.
- Unpleasant relationships with colleagues or managers.

#### *Relevance in the Workplace*

According to a report by The Standard, nearly 46 percent of over 1,400 workers interviewed at the end of 2020 stated they were suffering from a mental health issue. 55% of those surveyed stated that a mental health issue had worsened since the pandemic began. Employees may have no physical side effects, while others may experience physical symptoms (e.g. increased blood pressure, lethargy, changes in eating habits, general apathy, etc.)

The Harvard Business Review reports that organizations of different sizes increased investments in treating employee mental disorders in 2021, from increasing paid time off and adding company sponsored mental health days to providing mental health training. To every extent possible, our company's leaders aim to recognize and address cases of workplace pressures that contribute to mental health issues. Increasingly popular, mental health platforms can complement an already existing and

robust medical plan, and contribute to employees well-being. The benefit also extends to the employer as mental health issues affect companies in the form turnover, absenteeism, poor employee performance, employee substance abuse, work-related accidents, and workplace violence or harassment.

### **Contractor Tasks and Deliverables**

It is important that TechnoServe is proactive in mitigating these potential issues. To this end, the contractor will support the design and implementation of a mental health platform for employee use.

The contractor will be responsible for:

- Engaging with the Benefits team to launch and deliver a platform consistent with TechnoServe's culture and mission
- Design and Implementation of launch
- Registration of employees using TechnoServe integrations (UltiPro, Okta)
- Providing resources on popular mental health topics (for example: Diminishing Burnout, Reducing Anxiety, and Achieving Work/Life Balance)
- Ongoing support and assistance with user uptake and optimization
- Troubleshooting for technical issues

The contractor will deliver:

- Implementation timeline (from contract signing to launch day)
- Launch strategy/ materials for each of the targeted segments (HR, new hires, current employees, managers)
- New and updated messaging, collateral and tools for website and internal communication channels
- Introduction Webinar on/around Launch Day
- Mental health platform that is accessible to employees via mobile/desktop applications

### **Anticipated Performance Period**

We anticipate the initial performance period to be August – October 2022. This will cover the back-end implementation and launch to staff. The selected vendor will also provide ongoing support in the form of troubleshooting and metric reporting.

### **Deliverable Acceptance Standards**

The Senior Benefits Analyst and Chief Human Resource Officer will review each deliverable and judge for adequacy. The contractor will be responsible for rectifying any reasonable requests from TechnoServe for changes, clarification, corrections, etc.

## **Operation and Logistical Considerations**

### *Implementation Planning Process*

This engagement will be an iterative process requiring communication and engagement with the Benefits team from initial launch and forward.

### *Language Availability*

TechnoServe has offices in 29 countries in Latin America, Africa, and Asia. Our staff will need the platform to be available in English, Spanish (Latin America), French, and Portuguese.

### *Dashboard Reporting Features*

The Senior Management team will need the platform to allow for Reporting on user experience and use, to inform their decisions on how to expand the platform.