

Request for Proposal

Date: 8/10/2022

Subject: Consultancy to design software for TAAP Knowledge Hub

Reference #: P0013182

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 contract are listed below. A more detailed Statement of Work is also attached.

The objective of the consultancy would be to support the TAAP Program in building tools that enable the team to track, analyze, report on & share key program intelligence. This is likely to include:

- 1) building a dedicated 'landing page' that will house key knowledge products (regularly updated & inputted by non-technical stakeholders) and potentially have multiple levels of accessibility; and,
- 2) potentially supporting in customizing SaaS software (i.e. Smartsheet) to meet TAAP's requirements

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.

Start Date: 9/1/2022

End Date: 10/21/2022

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

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

- Estimate the length of time required to accomplish all requirements, with detail on individual activity implementation dates, as referenced in the Statement of Work.
- 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). Consultants should provide their daily or hourly billing rate, or their proposed fixed fee for the requested deliverables.
- Provide at least 3 references for similar contracts with a description of the services provided, value of the contract, and the contract periods of performance.
- Include a contact name, email address, and telephone number to facilitate communication between TechnoServe and the submitting firm or consultant.
- For proposals from a firm, provide 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.
- If a consortium of firms or a team of consultants submits a proposal jointly, the above information should be provided for each member of the team.

To ensure consideration, all quotes must be submitted in the following language and 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. DO NOT email your proposal to any employee of TechnoServe or deliver your proposal in hard copy to a TechnoServe office. **Failing to adhere to these instructions may make your proposal ineligible for consideration.**

Email: buy+US+P0013182@tns.org

Order of Events:

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

Date	Event
8/16/2022	Last date that questions and notice of intent to bid will be accepted. Questions and answers will be distributed to all known interested parties, so questions should not disclose confidential information, and all interested parties should submit a notice of intent to bid by this deadline to ensure they receive a copy of TechnoServe's response to questions.

Questions and/or notice of intent to bid should be emailed to:

dlape@tns.org

8/17/2022 Date that answers to questions will be distributed to all known intended bidders.

8/18/2022 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 indicated on the RFP. All late responses will be rejected.
- All unresponsive proposals will be rejected.
- All proposals will be considered binding offers. Your proposal must be valid for acceptance for a minimum period of 90 days from the closing date of this solicitation.
- 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 known intended bidders will be provided with notification of any changes.
- TechnoServe reserves the right to require any bidder to enter into a non-disclosure agreement.
- Bidders are solely obligated to pay for all costs which may be incurred by the bidder or any third parties in connection with preparing the proposal.
- All proposals and supporting documentation shall become the property of TechnoServe and shall be treated confidentially.
- Bidders are required to identify and disclose any actual or potential Conflict of Interest.

**Criteria for
Selection:**

TechnoServe's evaluation of proposals will be based on the factors set out below. At the sole discretion of TechnoServe, bidders may be selected for follow-up questions or to provide an oral presentation. TechnoServe reserves the right to award the contract to the bidder whose proposal is deemed to be in the best interest of TechnoServe. TechnoServe will not award a contract to any bidder where there is indication of a lack of business integrity.

Max Points	Criterion
30	Price, inclusive of all delivery fees and taxes
40	Design proposal / Work plan
30	Management proposal / Team structure

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

TECHNOSERVE BACKGROUND:

Everyone deserves the opportunity to build a better future. This simple idea has been at the heart of TechnoServe's work around the world for over 50 years. TechnoServe is a pioneer in leveraging the power of business and markets to create sustainable pathways out of poverty.

The low-income communities in which we work are full of enterprising people. Their small-scale farms and businesses are the keys to economic development. But they face many challenges: low literacy, lack of access to jobs and markets, unpredictable political dynamics and, increasingly, the effects of climate change. For many women and young people, the challenges are even more daunting. Working with TechnoServe staff, people around the world are lifting themselves out of poverty. The results are amazing...when incomes increase and living conditions for families get better, they are able to access health care and education previously out of reach. Communities and even whole countries are better off.

PROGRAM DESCRIPTION:

The one-year Technical Assistance Accelerator Prelude (TAAP) investment will lay the foundation for a potential five-year Technical Assistance Accelerator (TAA) program main grant to increase relevant and sustained large-scale coverage of fortified foods. Under the initial TAAP, TechnoServe will develop, implement, and refine the model for the larger TAA program: establishing a PPP platform; building and managing relationships with private sector partners; and developing scalable tools and program elements. It will also serve as an opportunity to explore industry-owned innovations in the enabling environment for food fortification that harness digitalization.

The vision for the TAA, is a public-private partnership (PPP) with Fortification Partners providing technical assistance (TA) and high-quality inputs to over 100 national food processors per year, helping to close gaps in their motivation and ability to comply with national fortification regulations. The TAA will set up a platform to link these Fortification Partners with specific local food processors, matching Fortification Partners' technical expertise and strategic interests with the identified capability gaps of the TA recipients. The TAAP will focus on 6 countries namely, Bangladesh, India, Indonesia, Kenya, Nigeria, and Pakistan, of which India, Kenya and Nigeria will serve as operational nodes.

PROJECT OBJECTIVE:

The overall objective of the engagement would be to support the TAAP Program in building tools that enable the team to track, analyze, report on and share key program intelligence. This is likely to include (1) building a dedicated 'landing page' that will house key knowledge products (regularly updated and inputted by non-technical stakeholders) and potentially have multiple levels of accessibility and (2) potentially supporting in customizing SaaS software (likely Smartsheet) to meet TAAP's requirements.

SCOPE AND TASKS OF SERVICES:

Concretely, on objective (1), we would expect the service provider to:

1. Conduct a needs assessment and advise on platform design, incl. producing wireframes and a sitemap for sign-off by the TAAP team
2. Develop an MVP of the final product that could be tested w/ key stakeholders
3. Iterate and finalize the landing page; publish online
4. Support in delivering trainings for non-technical stakeholders who will need to regularly update inputs

On objective (2), we would expect the service provider to support the TAAP team as needed in building a functional system on an off-the-shelf software solution, such as Smartsheet. This system would capture and facilitate analysis (both automated dashboards and ad-hoc analyses) on data around: TA activities and outputs; stakeholder engagement (CRM); event management; and knowledge management. We would also expect the service provider to support in delivering trainings for non-technical stakeholders on using this system, as needed.

DELIVERABLES AND TIMELINE:

The service provider will carry out the following tasks to achieve the stated objectives in this TOR:

- An assessment report on the landing page system requirements and platform design of the landing page
- An MVP of the final landing page, to be tested 2-3 weeks after work commences
- A fully functional landing page meeting the system requirements, 4-6 weeks after work commences
- A data-flow and accessibility map, detailing how data will flow throughout the system and which user-types will be able to access each data-type, including security features and individualized logins where needed
- A training module and completed training sessions with relevant staff (Monitoring & Evaluation, Knowledge Management and Communications)
- A post-delivery assessment on performance and integration of the system

ADDITIONAL INDICATIONS FOR SUBMISSION OF PROPOSALS

- Please submit a detailed proposed workplan for this assignment
- Please break down the proposed cost for objective 1 and 2 separately