



## Request for Proposals (RFP) for Technology Consultant

Seed Global Health (Seed) envisions a world in which every country is strengthened by a robust health workforce to best meet the health needs of its population. Seed's mission is to educate a rising generation of health professionals to strengthen access to quality care with a goal of saving lives and improving health. Seed is unique in its approach by focusing on the education and training of doctors, nurses and midwives. By training health care professionals and health educators, Seed seeks to empower current and future generations of health providers so that good health is not the privilege of a few, but the right of all.

Seed focuses on strengthening the education, practice, and policy of the local professional health workforce in Africa. Seed's core strategy and primary entry point centers on placing skilled and qualified educators at partner institutions for a minimum of one academic year. Seed also supports educators and partner institutions through a diverse and complementary package of services aimed at advancing health professional education in the classroom and clinical setting. By investing in long-term partnerships for improved health professional education, Seed helps to create a stronger, more sustainable health workforce that is both locally led and better able to meet local health needs.

For more information, please visit [www.seedglobalhealth.org](http://www.seedglobalhealth.org).

### **Consultant Summary**

Seed Global Health is seeking a consultant or firm to help align and better utilize technology platforms and services to meet Seed's overall goals. This includes evaluating the organization's current technology infrastructure, identifying gaps and needs, and advising on/implementing various technology solutions. The scope of this consultancy is framed as three interconnected parts listed below.

*While it would be ideal to find one consultant or firm to carry out the entirety of this scope, Seed is open to consultants and firms that wish to submit a proposal for only a select part or a set of services.*

As covered in Part 2 below, and in alignment with Seed's new knowledge management strategy, Seed is interested in developing an intranet to integrate its technology tools, streamline the storage and sharing of information, enhance project collaboration, and connect Seed staff and stakeholders. As a small, nimble administration and technology team, Seed is looking to build an intranet platform that can be maintained internally by our small administration team. Select Seed staff should be able to maintain, manage, and make simple changes to the platform without ongoing support from the external firm.

Critical to successful engagement will be collaborating with Seed stakeholders across the organization to ensure that each activity and technology decision is informed by their perspectives and insights. These stakeholders include Seed staff and partners based around the US as well as in Sierra Leone, Malawi, Uganda, and Zambia, where limited bandwidth and intermittent internet are frequent challenges. These

and similar obstacles should be taken into account both in the approach to the consultancy and the proposed technology solutions.

## **Consultant Scope of Work**

### ***Part 1: Technology Assessment and Support***

- Evaluate the inventory of existing technology platforms and services used at Seed
- Assess staff's technology capabilities and expertise
- Identify Seed's technology gaps and needs across various functional areas (i.e. day-to-day communication, project management (planning/tracking), budgeting)
- Advise on the best tools and services for functional areas, provide recommendations and specifications
  - Help optimize the utilization and integration of existing systems (Note: Seed currently has nonprofit licenses for both Google Workspace and MS365, and would like to build off of one of these platforms if possible)
- Support Seed in implementing and integrating new technologies and/or improving existing technologies
- Lead the conceptual design of a Seed intranet:
  - Facilitate user experience sessions on intranet design
  - Coordinate the creation of a visual design and the intranet site navigation (information architecture)
- Provide guidance on timeline and rollout of technology solutions and intranet platform

### ***Part 2: Intranet Development***

- Build Seed's intranet platform, tentatively called "One Seed"
- Provide schedule and references materials for any necessary ongoing maintenance on the intranet platform

### ***Part 3: Technology Training***

- Provide training or recommend a training curriculum for all Seed staff on efficient and effective methodologies and use of Seed's platforms including associated applications
- Develop reference materials for Seed to utilize for ongoing guidance for staff
- Provide in-depth training to key staff to monitor and manage the intranet platform and explore key site analytics

## **Qualifications**

- Demonstrated expertise and experience supporting technology solutions for companies and organizations, from design to roll-out and including training programs for staff with varying technology capacities
- Strong analytical and problem-solving skills needed to conduct assessments and provide sound recommendations and guidance
- Expertise in user design and experience
- Strong communication, facilitation and collaboration skills needed interact with staff and partners throughout the organization

- Extensive technical knowledge of technology platforms and familiarity with integrations across a variety of platforms and tools, e.g. Google Workspace, Slack, Monday.com
- Demonstrated experience engaging with international non-profit organizations and working across various countries, cultures and limited internet bandwidth settings (ideally in international development or global health sector)
- Solid understanding of knowledge management processes and practices and its link to information and technology infrastructure
- Demonstrated experience in intranet design and development, or experience in management of website/intranet development

### **Submitting a Proposal**

Seed Global Health invites proposals from consultant teams, firms, or other companies, with the experience and skills described above. The consultancy is expected to begin by mid-April 2021.

Interested consultants are invited to submit a 5-7-page proposal to [technology@seedglobalhealth.org](mailto:technology@seedglobalhealth.org) by **Friday, April 2nd, 2021**. The proposal should include the following:

- A cover letter introducing the consultant/firm and services
- 1-page CV with skills overview & experience (for each team member, if applicable)
- Initial timeline and project methodologies (i.e. details of the process, deliverables and approach)
- At least two client references and contact information
- Detailed pricing breakdown

If you are submitting a proposal for select parts or services of the Scope of Work, please make this clear in the cover letter.

If you have questions or inquiries, please email [technology@seedglobalhealth.org](mailto:technology@seedglobalhealth.org). Questions will be accepted up until Thursday, March 25th and Seed's responses to the questions will be distributed to all applicants who have expressed interest in receiving the answers to published questions. Applicants may request answers to published questions by emailing [technology@seedglobalhealth.org](mailto:technology@seedglobalhealth.org).

Please note that applications will be reviewed on a rolling basis.