



## **Request for Applications (RFA) IT Services Provider for Seed Global Health**

**Issuance Date:** July 19, 2022

### **Submission Deadlines**

Submission of questions: [Friday, August 5, 2022](#)

Final submission of application: [Friday, August 12, 2022](#)

### **Organization Summary**

Seed Global Health (Seed) is a nonprofit organization working out of the United States, Malawi, Sierra Leone, Uganda, and Zambia. Seed comprises of 5 offices and 60 staff. 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).

### **Summary of Required Services**

*Seed is soliciting applications from firms/companies for IT Services. Seed will award a contract as a result of this solicitation.*

### **Core Services**

- Responsive Help Service Desk and Rapid Response IT Support
- Support on research and recommendation of hardware to meet Seed needs
- Education, prevention, and incident response for cyber security
- Assistance with software account management, functionality, and monitoring

- Support with data protection protocols and monitoring
- Education and training on varying applications our team interacts with

### **Special Projects**

*For these special projects, Seed is interested to know whether the applicant has the capacity to support these types of special projects or whether it is outside their scope of practice. No specific pricing or proposal is required at this time.*

*Background: Seed has recently completed a technology assessment to determine key improvements to be made to better support the team and our work. The path forward involves the development of an intranet and the consolidation of various disparate softwares into one core platform. The core platform will either be housed on MS365 or Google Workspaces, with a decision to be made imminently.*

- Support the design and build-out of an intranet on MS365 SharePoint
- Support the organization in transitioning to a consolidated core platform, housed under either Microsoft 365 or Google Workspace
- Project management support for the selection of other software as needs are identified by Seed (e.g. support in selecting a project management software that would work well with Seed's core platform)

### **Core Capabilities**

Seed is interested in partnering with service providers with the following core capabilities:

- Able and willing to build a partnership with Seed beyond just a ticket-resolution dynamic when experiencing technology difficulties. We are looking for a provider who is willing to build a relationship with Seed to support our staff, our organizational technology capacity, and planning
- Experienced support with Microsoft and Google Workspaces
- Experienced support with Apple Computers and PCs (our team members used both based on their location and functional role)
- Ability to provide support in a remote work environment
- Ability to support a dispersed global team on various time zones: Malawi, Sierra Leone, Uganda, United States, and Zambia
- Direct staff engagement on help desk tickets (i.e. not working through any Seed intermediary)

### **Submission and Evaluation of Applications**

Seed invites applications from firms or companies, with the experience and capabilities described above. The service contract is expected to begin by October 1, 2022.

Interested applicants are invited to submit an application to [IT@seedglobalhealth.org](mailto:IT@seedglobalhealth.org) by **Friday, August 12, 2022**. The application should include the following:

- A cover letter introducing the company/firm and services
- Detailed capacity statement (description of management and support team structures, experience with similar organizations, outline of company skills, expertise, and services offered)
- Approach to onboarding new clients and approach to regular support and partnership with the client
- Confirmation of whether the company/firm is able to support any of Seed's special projects listed above (no specific pricing or proposal is required at this time)
- At least two client references and contact information
- Detailed pricing breakdown

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

**Questions**

If you have questions or inquiries, please email [IT@seedglobalhealth.org](mailto:IT@seedglobalhealth.org). Questions will be accepted up until **Friday, August 5th** 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 [IT@seedglobalhealth.org](mailto:IT@seedglobalhealth.org).