

Request for Proposal (RFP)

Subject RFP #:	RFP-CATALYZE-217772-Core-2022-0266
RFP Issue Date:	March 7, 2022
Terms of Reference / Specifications:	Monitoring, Evaluation, and Learning (MEL) Management Information System (MIS) Development and Deployment
Project	CATALYZE Innovative Blended Finance
The Company	Palladium International, LLC
Country of Performance	Global
Closing Date and Time	April 7, 2022, at 17:00 EDT
Questions Deadline	<input checked="" type="checkbox"/> Accepted at catalyze.procurements@thepalladiumgroup.com by March 18, 2022, at 17:00 EDT
Bidders' Conference	<input checked="" type="checkbox"/> N/A
Details for Submission	Submissions will be accepted: <input checked="" type="checkbox"/> Electronically: email to catalyze.procurements@thepalladiumgroup.com by April 7, 2022, at 17:00 EDT
Offer Validity Period	Five Months

Thank you for your interest in the above procurement. As implementer for the CATALYZE Innovative Blended Finance Project funded by United States Agency for International Development (USAID), Palladium invites you to submit a proposal for the scope of work attached in Annex A. Your proposal must be valid for the Validity Period.

Please email your notice of intention to submit a proposal by the Questions Deadline. Answers to questions shall be distributed to all offerors that have indicated an intention to submit a proposal by the deadline.

Please submit your proposal in accordance with the Details for Submission above by the Closing Date and Time. This RFP in no way obligates Palladium to award a contract nor does it commit Palladium to pay any cost incurred in the preparation and submission of a proposal. Palladium bears no responsibility for data errors resulting from transmission or conversion processes.

Yours sincerely,

CATALYZE Procurement Team

Terms and conditions

1. Proposal Conditions

By submitting a proposal, potential suppliers are bound by these terms and conditions. Potential suppliers must submit offers with all details provided in English and with prices quoted in a single currency.

2. Proposal Lodgement

The Company may grant extensions to the Closing Time at its discretion. The Company will not consider any quotes received after the Closing Time specified in the RFP unless the Company determines to do so otherwise at its sole discretion.

3. Evaluation

The Company may review all proposal to confirm compliance with this RFP and to determine the best proposal in the circumstances.

4. Alterations

The Company may decline to consider a proposal in which there are alterations, erasures, illegibility, ambiguity or incomplete details.

5. The Company's Rights

The Company may, at its discretion, discontinue the RFP; decline to accept any proposal; terminate, extend or vary its selection process; decline to issue any contract; seek information or negotiate with any potential supplier that has not been invited to submit a proposal; satisfy its requirement separately from the RFP process; terminate negotiations at any time and commence negotiations with any other potential supplier; evaluate proposals as the Company sees appropriate (including with reference to information provided by the prospective supplier or from a third party); and negotiate with any one or more potential suppliers.

6. Amendments and Queries

The Company may amend, or clarify any aspect of the RFP prior to the RFP Closing Time by issuing an amendment to the RFP in the same manner as the original RFP was distributed. Such amendments or clarifications will, as far as is practicable be issued simultaneously to all parties.

Any queries regarding this RFP should be directed to the Contact Person identified on the cover page of this RFP.

7. Clarification

The Company may, at any time prior to execution of a contract, seek clarification or additional information from, and enter into discussions and negotiations with, any or all potential suppliers in relation to their proposals. In doing so, the Company will not allow any potential supplier to substantially tailor or amend their proposal.

8. Confidentiality

In their proposal, potential suppliers must identify any aspects of their proposal that they consider should be kept confidential, with reasons. Potential suppliers should note that the Company will only agree to treat information as confidential in cases that it considers appropriate. In the absence of such an agreement, potential suppliers acknowledge that the Company has the right to disclose the information contained in their proposal.

The potential supplier acknowledges that in the course of this RFP, it may become acquainted with or have access to the Company's Confidential Information (including the existence and terms of this RFP and the TOR). It agrees to maintain the confidence of the Confidential Information and to prevent its unauthorised disclosure to any other person. If the potential supplier is required to disclose Confidential Information due to a relevant law or legal proceedings, it will provide reasonable notice of such disclosure to the Company. The parties agree that this obligation applies during the RFP and after the completion of the process.

9. Alternatives

Potential suppliers may submit proposals for alternative methods of addressing the Company's requirement described in the RFP where the option to do so was stated in the RFP or agreed in writing with the Company prior to the RFP Closing Time. Potential suppliers are responsible for providing a sufficient level of detail about the alternative solution to enable its evaluation.

10. Reference Material

If the RFP references any other materials including, but not limited to, reports, plans, drawings, samples or other reference material, the potential supplier is responsible for obtaining the referenced material and considering it in framing their proposal. And provide it to the Company upon request.

11. Price/Cost Basis

Prices or costs quoted must show the tax exclusive price, the tax component and the tax inclusive price.

The contract price, which must include any and all taxes, supplier charges and costs, will be the maximum price payable by the Company for the Goods and/or Services.

12. Financial information

If requested by the Company, potential suppliers must be able to demonstrate their financial stability and ability to remain viable as a provider of the Goods and/or Services over the term of any agreement.

If requested by the Company, the potential supplier must promptly provide the Company with such information or documentation as the Company reasonably requires in order to evaluate the potential supplier's financial stability.

13. Referees

The Company reserves the right to contact the potential supplier's referees, or any other person, directly and without notifying the potential supplier.

14. Conflict of interest

Potential suppliers must notify the Company immediately if any actual, potential or perceived conflict of interest arises (a perceived conflict of interest is one in which a reasonable person would think that the person's judgement and/or actions are likely to be compromised, whether due to a financial or personal interest (including those of family members) in the procurement or the Company).

15. Inconsistencies

If there is inconsistency between any of the parts of the RFP the following order of precedence shall apply:

- (a) these Terms and Conditions;
- (b) the first page of this RFP; and
- (c) the Schedule

so that the provision in the higher ranked document will prevail to the extent of the inconsistency.

16. Collusion and Unlawful Inducements

Potential suppliers and their officers, employees, agents and advisors must not engage in any collusive, anti-competitive conduct or any other similar conduct with any other potential supplier or person or quote any unlawful inducements in relation to their proposal or the RFP process.

Potential suppliers must disclose where proposals have been compiled with the assistance of current or former the Company employees (within the previous 9 months and who was substantially involved in the design, preparation, appraisal, review, and or daily management of this activity) and should note that this may exclude their proposal from consideration.

Potential suppliers warrant that they have not provided or offered any payment, gift, item, hospitality or any other benefit to the Company, its employees, consultants, agents, subcontractors (or any other person involved in the decision-making process relating to this RFP) which could give rise to a perception of bribery or corruption in relation to the RFP or any other dealings between the parties.

17. Jurisdiction

This RFP shall be subject to the laws of the District of Columbia, United States of America. The language of the arbitration will be English.

The Potential Supplier and the Company will use their best efforts to settle amicably any dispute, controversy, or claim arising out of, or relating to this RFP or the breach, termination, or invalidity thereof. If no agreeable settlement can be found, any dispute, controversy, or claim arising out of or relating to this RFP or the breach, termination, or invalidity thereof, shall be settled by mediation through the American Arbitration Association by filing a request for mediation with the AAA and the other party. The Parties will be bound by any arbitration award rendered as a result of such arbitration as the final adjudication of any such dispute.

Company Information

Palladium is a global leader in the design, development and delivery of Positive Impact — the intentional creation of enduring social and economic value. We work with corporations, governments, foundations, investors, communities and civil society to formulate strategies and implement solutions that generate lasting social, environmental and financial benefits.

Project Background

The CATALYZE Blended Finance Mechanism is a \$250 Million, 8-year contract (5-year base period, with a single 3-year option period) which uses a facilitated partnership model to craft solutions to crowd in \$2 Billion in blended finance (i.e. blended concessional and commercial finance) to USAID partner countries and initiatives. CATALYZE allows USAID Bureaus and Missions to efficiently deploy investment facilitation solutions that respond to the needs of specific sectors, issues, and geographies. Initial programs focus on education finance to implement sustainable education business models serving low-income communities, and achievement of the W-GDP objectives, but the mechanism can be applied to any development challenge or region.

CATALYZE needs a management information system (MIS) to support collection, storage, review, analysis and presentation of the monitoring, evaluation, and learning (MEL) data throughout the project's lifecycle. This system, hereinafter referred to as MEL-MIS, will be the central repository of the MEL data for all the USAID CATALYZE Buy-ins. Buy-in MEL leads and implementing partners' MEL team will use the system to store MEL data in a timely manner. Palladium MEL, Communications and other teams involved in the USAID CATALYZE project along with the USAID team, will use the MIS to view MEL data and track the performance of the program and Buy-ins. An automated database would save the program a significant amount of time and effort in manually entering data and aggregating inputs from individual activities up to region, and portfolio level. CATALYZE conducted a detailed requirement and functional assessment in FY2021 to inform the design of this system.

Smartsheet was identified as a potential solution to improve CATALYZE activities' visibility and strengthen coordination between the client and the various project teams. The CATALYZE is already using Smartsheet for project management functions on a smaller scale. We intend to expand the use of Smartsheet to develop customized solutions to create a high-level dashboard that will present a real-time view into each buy-in activity status and serve as a central location to track project metrics through summary reports and data visualization.

Objective

The objective of the procurement is to select a qualified vendor to develop and deploy an integrated management information system (MIS) using Smartsheet to support monitoring, evaluation and learning (MEL) functions for CATALYZE and its Activities (also referred to as Buy-ins) in light of the requirement and functional assessment. A complete scope of work is attached as Annex A.

Purpose

This system will be the central repository of the MEL data for all the USAID CATALYZE Activities. Activity MEL staff and implementing partners' MEL team will use the system to store MEL data in a timely manner. Palladium MEL, Communications and other teams involved in the USAID CATALYZE project along with the USAID team, will use the MIS to view MEL data and track the performance of the program and Buy-ins. An automated database would save the program teams a significant amount of time and effort in manually entering data and aggregating inputs from individual Activities.

Type of Contract

Palladium intends to issue Indefinite-delivery, indefinite-quantity (IDIQ) type umbrella contracts to successful applicant with a specified order ceiling and budget. After establishing an umbrella contract with a successful applicant, Palladium/CATALYZE will agree services to be provided under subsequent Task Orders.

Anticipated Contract Period of Performance

May 31, 2022, and end on September 30, 2024.

Place of Performance

The activities to be performed under this contract will take place in Washington D.C, plus **virtual** coordination with our field team. This work does not require any travel.

Key Deliverables and Timeline

Please refer to complete scope of work which is attached as Annex A

Instructions to Offerors

Separate technical and cost proposals must be submitted by email no later than the time and date specified on the cover page.

1. Technical Proposal

For the technical proposal, the offeror must submit:

- (a) Cover letter with the following information:
 1. Firm contact info and address
 2. Type of company or organization
 3. DUNS Number (Company must have a DUNS number or obtain one within 5 days of being notified of selection)
 4. Signed by an authorized representative of the company
- (b) Background on the firm and relevant expertise (max 2 pages)
- (c) Past Experience Information/Capability Statement
- (d) Technical Proposal & Management Approach
- (e) Proposed work plan showing how the firm would execute this project including a timeline (max 2 pages)
- (f) Description of relevant projects previously performed by the firm, demonstrating expertise in X, Y, and Z (max 4 pages)
- (g) Contact details for three referees (max 1 page)
- (h) Executive summary of project reports for commercial smallholder projects with linkages to commercial off-takers (max 3 report submissions, max 2 pages each)
- (i) All supporting documentation specified below in the pass/fail evaluation criteria.

2. Cost Proposal

Offerors must submit a detailed budget breaking out all costs associated with the completion of this work. Cost elements to incorporate may include, but are not limited to labor hours, transport and/or communication costs, indirect rates with substantiation, any applicable taxes or fees. Please see Attachment B for a sample budget template.

The cost proposal consists of:

- (a) Budget in Microsoft Excel with all formulas visible (unlocked)
- (b) Accompanying Word Document with all cost assumptions and explanations

Key assumptions

- a) Budget in US\$
- b) All prices are to be inclusive of relevant taxes
- c) Separate unit cost and number of units
- d) Break down activity costs into as much detail as possible

The selected offeror will be required to complete the Due Diligence Questionnaire (attachment A) and provide a DUNS number within 5 days of being notified of selection.

Submission of Offers

Electronic proposals must be submitted by sending two separate emails, one for technical proposal and one for cost proposal with the RFP number in the subject lines. Ensure all required documents are attached. The RFP number can be found on the cover page.

Offers received past the deadline stated on the cover page will be deemed non-responsive and will not be considered for award.

Evaluation and Award Process

Proposals will be evaluated using a best value trade off methodology. This is a three-stage process.

(1) The first set of criteria is graded on a pass/fail basis. Offerors must meet the following minimum eligibility qualification criteria and provide supporting documentation:

	Requirement	Supporting Documentation
(a)	For Firms: Must be a registered legal entity for a minimum of one year.	Firms: Copy of certificate or articles and memorandum of associate and Documentation of business registration
(b)	For Firms Only: DUNS number	Provide the DUNS number or proof of applying for the DUNS number
(c)	Must not have any active exclusions from the working with the US government (www.sam.gov), the UN (Sanctions List), or the US Department of the Treasury Office of Foreign Asset Control	N/A– Palladium will conduct a search of these databases as part of the due diligence process
(d)	Company cannot be a foreign government-controlled organization	Submit a certification signed by firm’s legal representative
(e)	Company must not have controlled interest held by a government, government agency, or agent thereof	Submit a certification signed by firm’s legal representative

(2) If these minimum criteria are met, the offer’s technical proposal will be evaluated as follows:

Evaluation Criteria	Documents Evaluated	Points
Past Performance	Demonstrated experience in developing similar or comparable solutions for the development or private sector clients.	20%
Technical Expertise and Management Capacity: Ability to provide a System that meets the features requested within Section 2: Object of the Assignment listed in SOW and mirrored in Annex 1	The proposal should include how the Offeror can provide each of these. For example, if the Offeror cannot meet one of the features, they should clearly explain which one and what other feature they can provide that may address this feature or if it is not possible. Only proposals that submit a written proposal and those that complete Annex 1 will be considered.	55%
Workplan	A detailed workplan showing when work will start and when each phase when will be completed. The work plan should clearly show other ongoing services (if relevant) and when the Company’s input will be required.	15%
Personal CVs	Include up to four CVs of personnel the Company will work with on the assignment (CVs should be no longer than two pages each)	10%
TOTAL		100%

(3) The offeror’s cost proposal will be evaluated for:

- Proposed total price, relative to other offers received
- Realism and reasonableness of the work to be performed
- Price reflects a clear understanding of the requirements

- Price is consistent with various elements of the technical proposal
- Compliance with USAID cost principles (select one: Non-profit entities – Cost Principles in 2 CFR 200 Subpart E or For profit entities – Cost Principles in FAR Part 31)

Palladium reserves the right to award under this solicitation without further negotiations. The offerors are encouraged to offer their best terms and prices with the original submission.

PROCUREMENT INTEGRITY AND ETHICS

It is Palladium's Policy that no gifts of any kind and of any value be exchanged between vendors/contractors and Palladium personnel. Discovery of the same will be grounds for disqualification of the vendor/contractor from participation in any Palladium's procurements and may result in disciplinary actions against Palladium personnel involved in such discovered transactions.

Resulting Award

This RFP in no way obligates Palladium to award a contract. Palladium may opt to select multiple offers in response to this RFP.

Any contract/purchase order resulting from this solicitation must be signed by both parties in order to be considered valid and in force. All costs associated with, but not limited to, production, preparation and/or delivery of goods or services, including deliveries, accepted by Palladium staff, without a fully executed (signed by both parties) contract/purchase order, are at the vendor's risk only. Palladium shall not pay for any costs, without limitation, associated with production, preparation or delivery of goods and/or services under this or any other contract/purchase order, which has not been signed by both parties.

If your proposal is successful, you will be required to enter into the Company's standard contract for the types of goods or services being provided. In the provision of the Goods and Services, you will be required to comply with the Company's policies, including (without limitation) its Business Partner Code of Conduct and any relevant client terms and conditions. Potential suppliers must also comply with the Company's Business Partner Code of Conduct in the submission of any proposals pursuant to this RFP.

If you are bidding as part of a joint venture, partnership or similar, please make this clear in your submission. Likewise, if you propose to subcontract any part of the goods or services provision, then disclose this fact within your submission. The Company may require additional information from you and approval for subcontracting will not be automatic as subcontractors will be subject to Palladium's Due Diligence process.

Attachments

Attachment A- Due Diligence Questionnaire

Attachment B- Budget template

Palladium Business Partner Code of Conduct and Child Protection Guidelines can be downloaded in full at: <http://www.thepalladiumgroup.com/policies> or request through email from Catalyze.procurement@thepalladiumgroup.com

STATEMENT OF WORK

MEL MIS Development and Deployment using Smartsheet

1. BACKGROUND

The CATALYZE Blended Finance Mechanism is a \$250 Million, 8-year contract (5-year base period, with a single 3-year option period) which uses a facilitated partnership model to craft solutions to crowd in \$2 Billion in blended finance (i.e. blended concessional and commercial finance) to USAID partner countries and initiatives. CATALYZE allows USAID Bureaus and Missions to efficiently deploy investment facilitation solutions that respond to the needs of specific sectors, issues, and geographies. Initial programs focus on education finance to implement sustainable education business models serving low-income communities, and achievement of the W-GDP objectives, but the mechanism can be applied to any development challenge or region.

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Smartsheet was identified as a potential solution to improve CATALYZE activities' visibility and strengthen coordination between the client and the various project teams. The CATALYZE is already using Smartsheet for project management functions on a smaller scale. We intend to expand the use of Smartsheet to develop customized solutions to create a high-level dashboard that will present a real-time view into each buy-in activity status and serve as a central location to track project metrics through summary reports and data visualization.

2. OBJECTIVE & SCOPE OF ASSIGNMENT

Objective

The objective of the procurement is to select a qualified vendor to develop and deploy an integrated management information system (MIS) using Smartsheet to support monitoring, evaluation and learning (MEL) functions for CATALYZE and its Activities (also referred to as Buy-ins) in light of the requirement and functional assessment (Annex-1).

Purpose

This system will be the central repository of the MEL data for all the USAID CATALYZE Activities. Activity MEL staff and implementing partners' MEL team will use the system to store MEL data in a timely manner. Palladium MEL, Communications and other teams involved in the USAID CATALYZE project along with the USAID team, will use the MIS to view MEL data and track the performance of the program and Buy-ins. An automated database would save the program teams a significant amount of time and effort in manually entering data and aggregating inputs from individual Activities.

3. SCOPE OF ASSIGNMENT

The successful Offeror will provide an online system that supports the MEL data management needs for entire CATALYZE portfolio. The system will save significant time for the project team in collection, storage, analysis and presentation of performance data and help ensure the program can operate effectively. **Annex 1** presents detailed requirement and functional assessment for the potential system and the features the CATALYZE would like in the selected system.

The CATALYZE requires a Offeror to propose, configure and deploy MEL-MIS using the Smartsheet platform. Specific services required include:

- A. Software Solutions
- B. System Implementation Guidance
- C. System customization, configuration, and deployment
- D. Training, Support, and Maintenance

A. Software Solutions

Proposed software solutions should develop in the Smartsheet and must be able to address most, if not all, of the CATALYZE' s specified, and desired features/functions outlined in Annex 1. More generally, this includes:

- Robust, user friendly, web-based interface allowing for Company personnel and external users (e.g., reviewers and IPs) to effectively link, track, manage, and search all project information throughout a project's life cycle from proposal to completion.
- Secure, log in based system requiring user registration and account creation that can be revisited and used over time by:
 - Implementing Partners (IPs) submit and review proposal applications, work plan documentation, status updates, final reports, and any other related documentation using customized forms and/or by uploading attachments.
 - Company personnel to review, comment on, score, alter, and approve submitted documentation.
 - External personnel to review project documents for the purpose of technical review, contract compliance, and auditing.
- Relationship management and communication integration that can:
 - Associate various contacts within an organization and related to a particular project.
 - Associate different projects by the same IP or organization.
 - Allow for logging and linking to correspondence (e.g., email) and user interactions (e.g., input a log of a phone conversation).
 - Facilitate creation of templates for standard communications
 - Generate email notifications and reminders either manually or automatically based on specified parameters.
- External data generation to print submitted documentation, generate reports based on specified parameters, and export data to other formats for data manipulation.

B. System Implementation Guidance

The Offeror must be able to work with the CATALYZE to identify and understand its MEL procedures, existing AirTable based Interim MIS, and Smartsheet based document repository and KPI reporting solution in order to provide advice on the best ways to integrate those processes and procedures and migrate existing data into the proposed solutions. This includes advising on MEL MIS best practices, providing guidance on enhancing and automating processes and procedures based on software capabilities, and consulting on how to overcome identified challenges of current practices and procedures by utilizing the software capabilities.

C. System Configuration and Installation

The Offeror must be able to support the Company in the implementation of the system. This includes supporting in the customizing and configuring the system to the specific identified needs and parameters

of the Company, and, if necessary, working with all relevant IT personnel working on behalf of the Company to set up the system within the Company's existing IT systems and capabilities.

D. Support, Maintenance, and Training

The Offeror must be able to provide up to 200 hours training / year and ongoing support and maintenance for the system in a manner that ensures sufficient knowledge transfer occurs for assigned Company staff to technically maintain and administer standard function of the system into the future. When applicable, the Vendor should be able to provide maintenance and troubleshooting of the system along with assistance in implementing updates and upgrades. There will be a variety of different users with different user roles and permissions. This includes internal Company users, such as system administrators, staff users, and reviewers, and external users, such as project proposers, IPs, and reviewers.

Maintenance and Support is required till September 2024 and must be part of the SLA agreement.

The finalized scope of the assignment will be dependent on the winning proposal and negotiations. The final scope will be detailed in the Service Agreement between the Vendor and the Palladium.

4. Duration and phasing

The System must be active and ready for use on or before May 31, 2022, and end on September 30, 2024. Depending on the lead-time, the timeline will be adjusted if agreed between both Parties. Offeror should refer to the proposed timeline for system design and deployment in requirement and functional assessment report (Annex-1)

5. Responsibilities of the Company [Palladium]

The Company will provide the data required to populate the system.

6. Contractor responsibilities

- To be prepared to sign the Fixed Price Subcontract/Standard Contract Terms.
- To have in place insurance policies covering Professional Indemnity and Public Liability.
- To have any relevant registrations (including tax registrations) in the activity Jurisdiction.

Part 3 & 4: Technical selection criteria

The following selection criteria and weighting will be used in the assessment process to assess the technical capacity of the bids.

Weighting	Selection Criteria	Detail
20%	Past Performance	Demonstrated experience in developing similar or comparable solutions for the development or private sector clients.

55%	<p>Technical Expertise and Management Capacity:</p> <p>Ability to provide a System that meets the features requested within Section 2: Object of the Assignment listed above and mirrored in Annex 1</p>	<p>The proposal should include how the Offeror can provide each of these. For example, if the Offeror cannot meet one of the features, they should clearly explain which one and what other feature they can provide that may address this feature or if it is not possible.</p> <p>Only proposals that submit a written proposal and those that complete Annex 1 will be considered.</p>
15%	Workplan	<p>A detailed workplan showing when work will start and when each phase when will be completed. The work plan should clearly show other ongoing services (if relevant) and when the Company's input will be required.</p>
10%	Personal CVs	<p>Include up to four CVs of personnel the Company will work with on the assignment (CVs should be no longer than two pages each)</p>

1 Annex 1

Requirement and functional assessment report (attached separately)