

# Humanitarian Innovation Fund: Digital Support Provider

Terms of Reference: March 2021

## Contents

Background .....	1
Objectives and Key Activities.....	3
Timeline.....	4
Ways of working .....	4
Knowledge, skills and experience.....	4
Expected structure of financial offer .....	5
Proposal.....	5
Due diligence and contracting .....	6

## Background

### Overview

We are [Elrha](#). A global charity that finds solutions to complex humanitarian problems through research and innovation. We are an established actor in the humanitarian community, working in partnership with humanitarian organisations, researchers, innovators, and the private sector to tackle some of the most difficult challenges facing people all over the world.

We equip humanitarian responders with knowledge of what works, so that people affected by crises get the right help when they need it most. We have supported more than 200 world-class research studies and innovation projects, championing new ideas and different approaches to evidence what works in humanitarian response.

Elrha has two humanitarian programmes; Research for Health in Humanitarian Crises (R2HC) and the Humanitarian Innovation Fund (HIF).

### The HIF

The HIF programme improves outcomes for people affected by humanitarian crises by identifying, nurturing and sharing more effective, scalable solutions.

The HIF is a globally-recognised programme leading on the development and testing of innovation in the humanitarian system. Established in 2011, it was the first of its kind: an

independent, grant-making programme open to the entire humanitarian community. It now leads the way in funding, supporting, and managing innovation at every stage of the innovation process.

The HIF portfolio of more than 150 projects has driven understanding of what successful innovation looks like, and what it can achieve for the humanitarian community.

## Digital Support & The Principles of Digital Development

The HIF both funds and equips our grantees and their partners to manage innovation. This means we go beyond funding to enable our grantees' progression along their innovation journeys through the provision of innovation management support, tools, resources and bringing together networks. Where needed, we also facilitate bespoke support for grantee projects. These innovation projects can look very different- whether [products or processes](#), whether at problem recognition, invention or scale [stages](#), and may be 'high tech' or include no technological aspects at all.

This Digital Support Provider will support grantee projects which have a focus on or include elements of digital technologies as part of their innovations. Technology brings immense potential to the area of humanitarian innovation with the ability to increase reach, value for money, efficiency, effectiveness and even impact of humanitarian response, however its use in emergency contexts still encounters many barriers. With this knowledge, we seek to support our grantees working with digital solutions to understand how their digital solutions align with the Principles for Digital Development, and to provide concrete recommendations for increased alignment and therefore best practice for the community of practice.

The [Principles for Digital Development](#) are a tool to help realize that full potential of information & communication technologies. They offer nine specific best practices, each with a set of guiding questions, resources, and project lifecycle applications including<sup>1</sup>:

- Design with the User
- Understand the Existing Ecosystem
- Design for Scale
- Build for Sustainability
- Be Data Driven
- Use Open Standards, Open Data, and Open Innovation
- Reuse and Improve
- Address Privacy & Security
- Be Collaborative

**The Digital Support Provider should have the knowledge, skills and experience to assess digital solutions' alignment with the Digital Principles, provide tailored recommendations and support to the grantee teams utilising the solution(s), and**

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<sup>1</sup> <https://digitalprinciples.org/>

**offer general key considerations to help inform others in the humanitarian community who wish to adopt these digital innovations in future.**

## Objectives and Key Activities

The overall objective of this work is: to assess digital solutions' alignment to the Digital Principles, provide tailored recommendations to the innovation grantee teams utilising digital solution(s), and offer general key considerations to help inform others in the humanitarian community who wish to adopt these digital innovations in future.

### Key activities

The key activities for the Digital Support Provider to deliver are as follows:

1. Become familiar with the relevant grantee projects, reviewing background documents, and having 1-2-1 consultations with grantee project teams and/or their digital leads.
2. Based on this initial information, the Digital Support Provider should propose a refined approach/engagement plan for working with the grantees (virtual).
3. Deliver the engagement plan, including an initial assessment of a given digital solution's alignment with the Digital Principles, tailored recommendations for a given innovation project team as will support their project delivery, and the provision of on-going support to undertake suggested next steps.

We expect that on-going support will vary depending on the Provider's assessment and a given grantee project's interest/needs, however this may include activities such as facilitating 'mini' virtual workshops or co-planning activities, virtual consultations, and/or drawing on the Provider's experience and networks to provide individual support to grantee teams, which may include but is not limited to: knowledge of other available solutions, network connections, examples of sustainability models etc.

4. For each digital solution, the Digital Support Provider should create a concise report (1-2 pages) with general guidance/key considerations for others wishing to adopt the digital solution(s) for humanitarian contexts (eg an overview of the solutions' alignment with Digital Principles for Development, and recommendations for uptake)
5. The Digital Support Provider should finally create a short recommendation report (eg 5 pages) for the HIF which would include:
  - a. how the Digital Principles for Development can be applied to digital solutions across various stages of development, eg: how existing solutions can be assessed, and/or whether simple self-assessment is possible for potential innovation grantees

- b. how the HIF can ensure that we support projects to follow good digital practice in the future, eg: recommended criteria for review
  - c. how the HIF can monitor and evaluate whether our supported projects have followed good practice/Digital Principles for Development
6. On the basis of these recommendations for the HIF, the Provider should be prepared to undertake consultations and/or workshop activities to assess how the HIF team can operationalise recommendations into our own processes and ways of working

## Timeline

The timeline of this work will be driven by individual project need and ability. We expect the work can begin immediately following contracting, and can be spread over the year according to the timelines and flexibility of project teams. Work should be completed by end of February 2022, however may finish earlier dependent on the engagement plan/timings.

We estimate that the Digital Support Provider will review digital solutions with 3-5 innovation grantees. It is already anticipated that the time allotted per grantee will vary depending on team need (some grantees utilising digital technology as the core of their innovative solution and requiring more support, whereas other projects' digital elements are secondary aspects of their innovations and may require minimal inputs).

**At the outset of the contract, the Digital Support Provider will have the opportunity to engage with HIF Innovation Managers and familiarise themselves with the projects to refine time allocation, their action plan and deliverables.**

## Ways of working

Elrha requires the successful provider to adopt an agile and collaborative approach to working with Elrha and remain accessible to Elrha throughout delivery. The Provider will be in contact with the HIF Innovation Manager(s) at contract start, and provide brief updates throughout the contract period, but will independently work with relevant members of a given innovation project team. Any queries or concerns should be communicated with the focal point HIF Innovation Manager, Angela Francis, in a timely manner.

## Knowledge, skills and experience

### Essential:

- Demonstrated experience working on/advising digital solutions for development and/or humanitarian sectors
- Demonstrated, in-depth understanding of the [Principles for Digital Development](#)
- Demonstrated and significant previous experience assessing diverse digital solutions/platforms and providing on-going bespoke support to those utilising them

- Demonstrated knowledge of and connections to the humanitarian/development digital sector to provide network connections, concrete suggestions for next steps, etc
- Demonstrated experience in workshop or exercise facilitation with diverse teams/individuals
- Excellent ability to communicate and work effectively with diverse innovators, including digital/technology leads as well as users/implementors whose focus is *not* on digital aspects of a project
- Excellent writing skills to provide clear and concise recommendations and reports
- Ability to communicate complex material and advice in a clear and concise manner
- Experience delivering work remotely, via virtual platforms
- Self-led, flexible worker, responsive
- Fluent in English

### **Desirable**

- Experience in humanitarian action and/or understanding and knowledge of interventions addressing gender-based violence in emergencies (common thematic area for several grantee projects)

## **Expected structure of financial offer**

Financial offers should exclude applicable UK VAT but include any taxes that overseas suppliers may be liable for outside the UK. Please indicate if you/your company is VAT registered and where.

Please provide your financial offer for the work (key activities outlined above). There is approximately £10,000 GBP available for this work.

Please note that payment is linked to satisfactory completion of the activities set out in this ToR.

## **Proposal**

### **Proposal requirements**

Proposals should be in English and not exceed 2 pages. Please include:

- 1) A short personal statement which demonstrates:
  - a) How you meet the required knowledge, skills and experience;
  - b) Your current and previous roles/work of relevance.
- 2) A summary of your approach to deliver the activities and meet the overall objective; eg activities you would undertake with grantee projects to assess their digital solutions & needs, and the sort of on-going support you would be able to offer;
- 3) Your financial offer for the work;
- 4) Examples of relevant work and materials produced (attached as links or appendices).

It is optional for you to submit (attached as links or appendices):

- 1) References or testimonies from previous partners or clients.

### Proposal submission

The application deadline is 12:00 GMT on **25/03/2021**. We will not be able to consider incomplete proposals or proposals submitted after the deadline.

**Please submit proposals FAO Angela Francis via email to [hif@elrha.org](mailto:hif@elrha.org) with the email subject line 'Digital Support Provider - [your name]'.**

### Proposal evaluation

The quality of each technical offer will be evaluated in accordance with the award criteria and the weighting detailed in the evaluation grid below. The award criteria will be examined in accordance with the requirements indicated in these terms of reference.

Upon completion of the technical evaluation, the financial offers will be evaluated.

The best price-quality ratio is established by weighing technical quality against price on a 70/30 basis.

Evaluation Criteria	Maximum score
Approach to delivery	[35]
Knowledge, skills and experience	[35]
Financial offer	[30]
Overall total score	[100]

## Due diligence and contracting

We must ensure any potential supplier is evaluated for compliance to relevant statutory and quality requirements, and that appropriate due diligence checks are carried out, proportionate to the nature and value of the contract (including vetting, as applicable).

We run our Contracting process in parallel to our Due Diligence. We have a standard agreement which all providers are expected to sign up to. You can request a copy to [contracts@elrha.org](mailto:contracts@elrha.org). If you have any questions about this, please include them in your submission.

Thank you.