



Request for Proposal (RFP)

[Innovation Diwan Program delivery]

[تنفيذ برنامج ديوان الابتكار]

Key Dates and Contact Information

RFP Clarification/Inquiries	Feb 25, 2024
Response to Inquires	Feb 28, 2024
Bid Closing Date	Mar 10, 2024

Misk Foundation (hereinafter referred to as ‘the Foundation’) welcomes all companies willing to compete over the implementation of the Foundation’s business, projects, or procurement. Before preparation proposals, Bidders shall read and understand the terms and specifications provided for herein.

All Bidders willing to submit proposals for the implementations of the Foundation’s projects or procurement shall fully comply with every testament stipulated herein. To this end, all pages herein and enclosed forms shall be signed by the owner of the company/organization (the Vendor) or an authorized signatory with the official stamp on each page thereof.

Issuing Authority

Misk Foundation (the Foundation) is the issuing authority of the RFP. Should you have any queries, please contact the Foundation through the e-mail provided for herein at the beginning of this document.

About Misk

Misk Foundation, established by HRH Prince Mohammed bin Salman, is a non-profit foundation devoted to cultivate and encourage learning and leadership in youth for a better future in Saudi Arabia. The Misk Foundation’s mission is to empower Saudi youth to become active participants in the Saudi Economy, with a special focus on Leadership, Education, Technology, Media and Culture.

To this end, Misk focuses on the country’s talented and ambitious youth and provides various means to foster and empower talents, creative potential, and innovation and create a healthy environment for them to grow and develop. Misk is a pioneer in innovative programs targeting Saudi youth and youth-centered institutions, to empower future Saudi leaders, through programs that support them in their career, leadership, entrepreneurship, or social impact ambitions. Misk also supports leadership development of Saudi leaders at all stages of their journey, including at more advanced stages.

Misk focuses on 4 priority areas:

- Leadership Development (Youth to senior leaders)
- Skills development
- Entrepreneurship
- Community Engagement

You can find out more about each track and the programs it offers by visiting the Misk Hub:

<https://hub.misk.org.sa>

About Community Engagement

Misk's Community Engagement track aims to promote community-based collaboration by focusing on local and global engagements and enabling the youth to become community leaders. Its programs revolve around:

- Unlocking the growth of youth-focused non-profit organizations and initiatives.
- Guiding and matching youth with volunteer opportunities and creating a safe crowdsourcing platform for youth-focused initiatives.
- Creating dialogue platforms that embed systemic follow-up processes and two-way communication on topics that are relevant to youth's local communities.
- Builds a dynamic nationwide community of youth-focused NPOs and fosters their engagement with the wider sector and support sustainability by providing the required support to maximize their sustainability, innovation, and impact.

About Innovation Diwan

Description: Innovation Diwan is the Fourth cohort of a unique program that follows a crowdsourcing model of innovative solutions to solve local challenges faced by our community in the Kingdom. The program can be explained in four key phases including idea submissions, bootcamps, pitching, and solution adoption. Throughout this journey, young people are encouraged to apply their thinking and potentially implement it with potential adopters and partners. This program was specifically designed to engage Saudi youth in solving the challenges in their community by using their innovation and problem-solving capabilities.

Purpose: Addressing community challenges by involving the youth in a Solution Design bootcamp and connecting them with a sponsor to adopt their solution and potentially implement it.

Vision: Enable local community and Saudi youth to actively contribute with solutions to community challenges in Saudi Arabia.

Mission: To collect solutions (ideas) from Saudi Youth and organizations to address community's challenges and problems. Solutions might provide volunteering opportunities, social enterprises and/or initiatives.

Objectives:

- Increase awareness of and involvement in community challenges within Saudi Youth.
- Crowdsourcing community ideas to solve prioritized community challenges collected via an engaging process.
- Evolving the ideas into solutions through a well-structured innovative bootcamp.
- Showcasing best ideas and solution plans to potential sponsors.
- Develop MVPs for the top 15 solutions to be sponsored.

Program Stages:

- *Challenge identifications:* There are five main challenges and will identify sub challenges for all main challenges.
- *Idea Submission:* Participants submit their ideas that aim to solve a social challenge or issue.

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- *Bootcamp*: Teams go through an intensive bootcamps to utilize design thinking and service design to develop their solutions more thoroughly. The bootcamp contains two stages (virtual and physical) which aims to prepare the teams and develop the business model canvas and business plan to be implemented and adopted.
- *Winner Selection*: After the solutions are presented to a panel of judges at the end of the bootcamp, 15 teams will win the chance to present to potential adopters of their solutions.
- *Develop MVPs*: the outcome of the top 15 solutions must be matured , high quality and ready ti be implement to be sponsored .
- *Pitching & Adoption*: A pitching event will be held for winners to pitch their solutions to a panel of potential sponsors to implement their solution for the community's benefit.
- *Announcment of winners*: After the top qualified team pitch and present their developed MVP solution in front of the judge, 5 winners will be announced with Financial prizes.

Project Metrics (to be met as a minimum)

- 6,000 participants enrolled
- 2,500 ideas submitted
- 70 quality solutions submitted
- 7 solutions ready to be supported/implemented
- 90NPS (Net Promoter Score) for the bootcamp
- 15 solutions to be qualified for MVP stage

Project Duration (Dates are subject to change):

- **Start Date**: March 24th, 2024
- **End Date**: Aug 31th, 2024

Technical infrastructure and marketing support:

- We have developed our own platform for Innovation Diwan.
- We will use Misk's appointed marketing/communication agency to support all relevant activities. Costs will be borne by Misk, but the vendor needs to have the marketing/communication capability to work with the Misk Hub team to deliver the project.

Additional Criteria

- This project is nationally driven, and we would like representation from each region.
- Beneficiaries Logistics will be covered by Misk or the Event Management vendor for travel, accommodation, events (e.g., physical bootcamp). For the beneficiaries only
- The delivery and content of the program is in Arabic Language (Already published)
- All delivered documents to be submitted in an open format.
- This program should focus on providing a one-of-a-kind transformative experience for participants and the community.
- This program should apply the lessons learned from Innovation Diwan past cohorts to improve solutions sustainability
- This project's ambition is to be a key cornerstone for youth engagement on the national level and thus the level of quality and engagement should be on par with its ambition.
- The project's mission is to be done on a yearly basis and thus impact should be seen and measured from one year to the next regularly.
- The vendor will cover the expenses of an external expert that will be recommended by MiSK

throughout the duration of the project.

- Align the timeline with the academic schedule.
- The technical committee will be selected from the vendor and should include social innovation experts.
- Ownership of social media to owned by Misk

Previous Innovation Diwan Cohorts

- The first launch of Innovation Diwan was in 2021 where more than 5,000 youth were engaged and about 1,300 ideas were submitted.
- The second launch of Innovation Diwan was in 2022 where more than 5,000 youth were engaged and about 1,500 ideas were submitted.
- The third launch of Innovation Diwan was in 2023 where more than 6,000 youth were engaged and about 1,500 ideas were submitted.
- KPIs measured include the number of youths that were engaged during the program and the number of ideas submitted to solve a social challenge.
- The program covered five main areas which were Education and Training, Social Engagement, Health, Economic Development and Environmental Sustainability.

Scope of Work

Phase	Deliverable	Description
Phase 0: model definition (oneweek prior and post kick-off)		<ul style="list-style-type: none"> Define a detailed project plan. Define technical infrastructure and requirements. Knowledge sharing plan. Project outputs delivery table Project suggested steering committee. Project Risk management plan Misk will share the social Impact measurement to be implemented pre and post the program execution and improvement rate.
	<ul style="list-style-type: none"> Communication Plan 	<ul style="list-style-type: none"> Prepare communication plan after alignment with MiSK team. Activate communication during the bootcamp (implementing & promoting the project simultaneously)
Phase 1: Program Strategy	<ul style="list-style-type: none"> Consultant 	<ul style="list-style-type: none"> A consultant will be selected and approved by Misk and will be contracted by the vendor. The consultant scope will be providing 3 hours of consultation work per week to Misk.

Phase 2: Participants Selection	<ul style="list-style-type: none"> Idea submissions 	<ul style="list-style-type: none"> Following the announcement of the local community's challenges (provided by Misk) to be addressed, an online crowdsourcing platform will be available to engage, interact and send submissions.
	<ul style="list-style-type: none"> Screening and evaluation of submissions 	<ul style="list-style-type: none"> Screening and evaluation of submissions to filter the most relevant submissions received based on the pre-defined selection criteria and crowdsourcing method.
	<ul style="list-style-type: none"> Idea selection 	<ul style="list-style-type: none"> 1 Phase (2500+ Idea Submission): 1st filtration in order to clear the data such as: (remove duplicates; irrelevant submission, etc) filtration by the technical committee . 2 Phase (Top 1000 ideas) filtration by the innovation committee 3 Phase (Top 400 Video submissions): filtration by a committee (2 SMEs per challenge). 4 Phase (Top 100 ideas Interviews) by the technical committee to select the top 70 ideas (70 ideas will be in the virtual bootcamp). The technical committee and selection process will be managed by the vendor in close coordination with Misk. SMEs to be paid by the vendor, as Misk shall provide criteria selection of SMEs , each challenge will have 2 evaluators, total of 10 evaluators. 10 mins per idea, 500SAR per hr – Max 16 hr per evaluator. The selected participants (idea owners) will be enrolled in the bootcamp to develop and design their idea/solution plans.
	Beneficiary Management	<ul style="list-style-type: none"> The vendor shall ensure & manage proper communication between the vendor & beneficiaries of the project, with Misk supervision such as: calls, emails, and constant follow-ups to ensure their participation.

Phase 3: Solution Design	Bootcamp enrollment	<ul style="list-style-type: none"> The bootcamp is designed to address and develop selected ideas. Once the teams are selected, the bootcamp can be ready to start.
	Innovation Bootcamp	<ul style="list-style-type: none"> Innovation bootcamp <ol style="list-style-type: none"> Virtual bootcamp using Miro , gather town or any other creative Platform – 70 teams – (10 –14) days. Physical bootcamp – 35 teams (4) days Designed to build a transformative journey for the participant. The aim of the bootcamp is to transform the abstract ideas/solutions suggested into concrete plans/business plans and prototypes that can be developed into real solutions. It is important to ensure an interactive experience, the bootcamp should also include the following (minimal): <ul style="list-style-type: none"> Platform design to be developed by the vendor and approved by Misk 3 weeks prior to the virtual bootcamp. Structured bootcamp process – methodology and content will be provided by Misk 4-5 hours of work per day. Daily live sessions on specific topics. Engagement calls with a coach or mentor. 24/7 support for urgent questions. check-in sessions per team. Virtual and Physical bootcamps should take place with no more than 1 week time gaps. Ensure attendance and contribution are tracked. Provide 18 facilitators at least in the virtual bootcamp. Provide 18 facilitators at least in the physical bootcamp. <p>The bootcamp should end with the top 15 best ideas to be moved into the MVP development phase.</p> <p>Note: The vendor is expected to propose the best plan to conduct the bootcamp based on similar bootcamps as benchmarks.</p>
	Evaluation	<ul style="list-style-type: none"> To share a list of technical committees (Experts & Judges) and then to be approved by Misk A technical committee composed of technical experts will evaluate and provide feedback to each team/idea.
	Selection qualified Teams	<ul style="list-style-type: none"> The bootcamp will end with the selection of the top 15 qualified teams by the technical committee. <p><i>Note:</i> The bootcamp should end with the top 15 best ideas to be moved into the MVP development phase, then move on with the matchmaking phase.</p>

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Phase 4: OKRs, Evaluation, and 2024 Planning	OKRs & KPIs	<p>All OKRs must be met by the vendor before closing the project:</p> <ul style="list-style-type: none"> • 2,500 ideas submitted. • 70 quality solutions submitted. • 15 solutions ready to be supported/adopted.
	Final project Report and Impact assessment	<ul style="list-style-type: none"> • Conduct a final project Report and an impact assessment. Special attention should be on: • Use of crowdsourcing and of the selected method of crowdsourcing. • Engagement of youth and community via crowdsourcing as a tool to engage and collect ideas/solutions. • Classification of ideas/solutions between volunteering opportunities/social enterprise and other initiatives. • Data collection: demographic and persona of beneficiaries and how to better engage with different groups. • Lessons learned. • Design the 2024 project Plan and develop the scalability model and implementation 2025 • Project Impact and evaluation assessment • Feedback from key stakeholders/entities/sponsors. • provide a project guideline manual.

Proposal Requirements

In addition to the scope of work and approach mentioned above each proposal must abide by the following guidelines:

Technical Requirements:

- Project timeline must not exceed 10 months.
- Proposal must showcase your company's Arabic language capabilities and if not, how will you address that gap.
- Proposal must be provided as a PowerPoint presentation not exceeding 50 slides (including appendix).
- Proposal must clearly provide a schedule of deliverables, budget, and timeframe.
- Proposal must include (1) the team and experts to be consulted, (2) their qualifications, (3) with special attention to the role of each in the project (team vs tool roles).
- Proposal must highlight previous experience in similar projects.

Product Design Requirements: *(these are the requirements for the product you will design for us)*

Innovation Diwan aims to be a hub for the youth to solve society's challenges. We are looking forward to work in partnership with you to deliver the values we aim for.

- Here are the values we aim to deliver through this program:
 - **Genuine User Connection:** The experience you will design should be able to create valuable connections among the users. The experience should be engaging, motivating, educational, entertaining, memorable, and potentially life changing. Priority should be given to building a strong network among the participants. We would like our participants to become the "ambassadors" for this project and encourage participation for future editions. We want the participants to become friends, then go out and talk to everyone about how valuable this experience was and impactful on their lives.
 - **Valuable Impact:** The program should provide real and measurable value for the participants and the community. Users should feel that this experience is personal to them and is adding value to their personal lives. The solutions designed by the participants should have a real valuable impact and are appealing enough for the sponsors to compete for them.
 - **Continuity & Growth:** This program develops the community by/and its youth and is providing them with real value. We need to make sure that the ecosystem is healthy, offers value, effective, can grow, has the potential to sustain itself, and the potential to spinoff into being its own entity in the future.
 - **Footprint and Ripple Effect:** What is the actual impact of this program? How are our users reacting to its effect? Did it motivate them into taking initiatives to solve community challenges? How impactful are their initiatives? How can we make them more impactful?
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- **Your Design Challenge:**
 - How can you design a **cost-effective** product/program/experience, that will maximize **the offered value** for the users and the community? Is the program sustainable? What is the impact on the community?
- Proposal must include your “personal touch” to the scope of work, what is your added value?
- Proposal must contain a strategic vision, including:
 - **Vision for development, growth and sustainability:** what will the project look in the future? Identify the best options; how do you see our collaboration and partnership?
 - **Continuity of User Journey:** the project design should be “participants/users-centered”, we want our participants to prioritize our project and allocate sufficient time to finalize the journey. We want to design a journey that is impactful, continuous, dynamic, and has the potential to grow and attract other participants.
 - **User Satisfaction and Loyalty:** we want to offer real personal value for our users/participants/ mentors, coaches, speakers, potential
 - **Forecasts about the future of this project:** this is the quantitative portion of your proposed strategy. Forecasts allow us to better imagine, see and understand whether this project should be replicated in 2024 and why.
- **Our Challenge:** How can Misk Foundation provide a unique offering to our community and youth?
- Proposal must include a paragraph on why should Misk invest in ‘Innovation Diwan’.
- We wish you the best of luck and we are here to support you.

Proposal Submission

Proposals shall be submitted to the e-mail herein stated on page three. The application shall contain all mandatory requirements stipulated herein in the Bidder checklist on page two. The following method shall be adhered to:

1. Proposals shall be received from the bidders company's official E-mail.
 2. The technical proposal shall be submitted in a separate PDF file and must at least contain:
 - a. A background on the project requirements.
 - b. Proposed solutions and services.
 - c. Implementation methodology, steps, and timeframe.
 - d. Project KPIs.
 - e. Team members and expertise thereof.
 - f. Past relevant experiences.
 3. The financial proposal shall be submitted in separate PDF documents and must at least contain:
 - a. Proposal/quotation includes reference number dated and stamped.
 - b. Clear deliverables as per bill of quantities or bill of amount as lump sum.
 - c. Adding expected delivery dates in all requested lines/deliverables.
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- d. Schedule of payments shall be against schedule of deliverables to be received and invoiced accordingly.
 - e. Payment Terms will be due within 30 days from invoice date.
 - f. Guarantees and support provided after delivery of the project, if any.
4. Proposals submitted after the closing date hereinabove stipulated shall be deemed to be invalid.
 5. All costs shall be inclusive of all expenses, such as VAT or withholding Tax if applicable.
 6. Proposals shall be valid for three months from the date of proposal submission.
 7. Should the Vendor fail or breach the Agreement, the Vendor shall be subject to fines and penalties according to the Purchase Order or Contract and the applicable regulations.
 8. Bidders shall not submit more than one proposal.

Queries

Any queries or concerns that may arise with respect to the interpretation of competition documents or any additional information required about the invitation to tender, including the specifications, shall be submitted to the Foundation via the e-mail herein stated.

Queries shall be reviewed, answered, and shared with all potential Bidders, with no reference to the inquirer.

Evaluation of Proposals

Proposals shall be evaluated in accordance with all the technical conditions and specifications required to determine the best Bidder to meet the requirements of the project or required services. Proposals shall be evaluated based on unified criteria and in light of precise controls and methods for comparison, weighing, and selection. A successful Bidder will be judged on the following evaluation criteria:

1. Quality of proposed methodology and business plan.
2. Vendor's past relevant experience.
3. Adherence to all RFP requirements.
4. Team members' expertise in similar projects.

Accordingly, the best proposal meeting project requirements shall receive the highest technical rating. The Proposal cost shall be evaluated based on the following criteria:

1. Competitiveness of proposed cost.
2. Availability of guarantees and support after project delivery.
3. Compatibility of payments schedule with deliverables.

General Provisions

- 1) The regulatory document for the terms of such Competition shall be the Foundation's Procurement Policy.
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- 2) All project-based employment contracts shall be subject to the Saudi Labor Law promulgated by Royal Decree No. (M/51), dated 23/8/1426 A.H., and the implementing regulations thereof, which shall be referred to in all undisclosed situations. Should there be any condition contrary to the provisions of the Labor Law, such condition shall be deemed to be void save and except such condition is deemed to be in favor of said Employee in accordance with Article VIII of the Labor Law.
- 3) Proposals shall be valid for ninety (90) days from the date of proposal submission.
- 4) All pages of this RFP, rate card, and enclosed conditions shall be stamped by the Bidder using the company's official stamp.
- 5) Misk Foundation shall be entitled to reduce and increase the numbers and quantities in the competition's rate card, whenever such change is in the interest of the Foundation.
- 6) The Bidder shall declare conflict of interest, including relatives up to the fourth degree, if any, in writing in the proposal.
- 7) The Bidder shall explain the parts to be implemented by the subcontractors within the project scope.

Key Obligations

- a. Bidders shall read the RFP and fully understand the conditions and specifications thereof as the required information, all the conditions included in the RFP, the obligations, and items agreed upon in the event of awarding the project and signing the Contract shall be considered an integral part of said Contract.
- b. Awarded Vendor shall prepare a detailed business plan for project implementation and a detailed training plan and support plan "if needed".
- c. When necessary, the Foundation shall request technically compatible Vendors to submit presentations on the content of proposals thereof at the Foundation's premises prior to the final selection of the winning Bidder, provided that the presentation be presented by the Project Manager assigned by the Vendor.
- d. Vendors shall provide a list of suggested team members for the project, in addition to resumes, qualifications, certifications, and relevant experience. Vendors shall also provide a list of assisting residents and visitors prior to the project kick off. The Foundation's approval shall be obtained prior to the project kick off or as per the project requirements within the contract period for those who shall be required to attend later.

Payment Schedule:

- a. The cost of the project shall be paid in the currency specified in the financial offer in deliverable-based installments or in monthly or quarterly payment schedules supported by rate cards or deliverables delivered with the approval of the authorized individual in the Foundation.
 - b. The Vendor shall be obliged to raise monthly invoices, if any, or certificates of achievement of deliverables regularly to the Foundation. Any delay in raising said invoices or certificates shall be responsible for delaying the payment of entitlements.
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- c. The Vendor shall submit a deliverable-based schedule of payments in the proposal, given that at least 10% of the value of the financial proposal shall be allocated as a final settlement, which shall be the basis for differentiation. The approval of the Foundation shall be required before consolidating said schedule of payments into the Project's underlying Purchase order or Contract.
- d. The down payment, if any, shall not exceed 5% of the value of the financial proposal. The Foundation shall have the right to request a bank guarantee of the installment amount.

Project Management

General Provisions for Project Management:

- a. The Foundation adopts a flexible project management methodology (Agile) to suit the nature of sought plans and objectives. It is, therefore, important that the Bidder has a good level of capability and know-how of implementation methodology and mechanisms.
- b. Project performance reports act as the backbone of project follow-up and evaluation, and demonstrate the extent to which the Vendor is committed to the operational performance of the project. The Vendor, therefore, shall propose a list of regular and special reports necessary to meet the project control and monitoring requirements, bearing in mind that the final detailed list shall be coordinated and agreed upon with the Project Owner and the Project Management Office at the Foundation. The reporting period shall be commensurate with the duration of the project and shall indicate the progress against the plan, any issues or risks that have occurred or are expected to occur, action plans, as well as planned or adopted corrective and preventive measures.

Managing Resources During Project Implementation:

- a. The Vendor shall be obliged to appoint a General Manager for the project, preferably a Saudi national with a degree in said field or equivalent, in addition to at least five years of experience in managing similar projects. The Foundation shall have the right to reject/accept or request to change the Project Manager at any time.
 - b. The Project Manager shall be given full authority to make decisions without any delay or suspension.
 - c. Team members shall be fluent in both Arabic and English.
 - d. The Project Manager shall carry out the duties and responsibilities thereof to ensure the implementation and execution of all provisions in the Contract. The Project Manager shall be fully accountable for controlling, monitoring, and coordinating all project tasks.
 - e. The Vendor shall not be entitled to replace the Project Manager without prior approval of the Foundation, and with justification for said decision.
 - f. Should the Project Manager wish to enjoy annual leave, the Foundation's approval shall be obtained by the Vendor thirty (30) days in advance, provided that said leave do not exceed thirty (30) days annually after at least one hundred eighty (180) days
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from the project kick off. In such case, the Vendor shall be obliged to provide a competent replacement with the same authority during the leave period of the main Project Manager. In the event that a team member wishes to enjoy a leave, the Foundation's approval shall be obtained by the Vendor two weeks prior to the leave, provided that a competent replacement is secured to pursue the project.

- g. The Foundation shall have the right to request the replacement of any team member within fifteen (15) days with justification for such replacement.

Project Information Management:

- a. The Vendor shall comply with the security regulations and rules for the management, maintenance, receipt, delivery, copying, updating, and destruction of confidential documents and information throughout the Contract term and after the end of the Contract.
 - b. All data, documents, studies, and reports shall be delivered in two color-printed copies, in addition to two soft copies on a flash memory. All documents to be handed over shall be in both Arabic and English or as agreed.
 - c. Any work received by the Foundation shall become the property of the Foundation and the Bidder shall not be entitled to act or use said work without prior consent by the Foundation.
 - d. The Vendor shall undertake not to disclose any project-related information to any other party, save and except when necessary for the implementation of the project and with prior written consent from the Foundation.
 - e. The Vendor shall take all precautions to ensure that the employees thereof comply with confidentiality requirements.
 - f. The confidentiality agreement shall remain in effect even after the project completion and the Foundation shall have the right of prosecution in the event of any violation of confidentiality, as stated in the Intellectual Property Law.
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Appendix 1: Acknowledgment and Undertaking

Data Verification Acknowledgment

We, Company/Organization, hereby acknowledge to have no objection or reservation to verify the information provided for in the proposal or annexes, or proposal requirements, whether through phone, interview, or a visit to one or all of the following:

1. Our Banks.
2. Government entities, companies, or institutions with similar projects.
3. Team members.
4. Subcontractors.
5. Chartered Accountants auditing financial statement.
6. Any other sources the Foundation deems necessary to contact and verify the information provided for in the proposal by the Vendor.

Authorized Individual

Stamp

Name:

Position:

Signature:

Date:
