

City of Durham, NC
Innovate Durham Program Criteria & Expectations



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Applications Due: August 28, 2017

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I. Mission and Timeline

Mission Statement

The Innovate Durham program provides a platform where local startups use technology to make the City of Durham more efficient, sustainable and inclusive. Innovate Durham connects local startups with the City of Durham and allows them to test their products and services in local government for 12 weeks.

Program Timeline

Applications open	July 21, 2017
First review of applications	August 14, 2017
Final date for submitting applications	August 28, 2017
Notification of letters of award or rejection	September 8, 2017
Pilot Period Starts	September, 2017
Pilot Period ends	December 31, 2017
Demo day	January 11, 2018
Evaluation Period	Mid-January, 2018

II. Background

The City of Durham, North Carolina is excited to announce a new pilot program to bring innovative ideas into City Hall and allow local entrepreneurs and startups to beta test products and services. The Innovate Durham program will open up the City's resources for entrepreneurs to develop, test and scale innovative solutions to improve City operations and solve community problems. The 12 week program will grant access to City data and infrastructure while providing a testbed for products or services.

As a significant client and testing ground, the City gives entrepreneurs a valuable use case for their products and services. This exposure can potentially help attract new investors and clients. Participants will get access to City resources and networks as well as mentoring and guidance from a City champion. In return for providing a valuable testing ground and special access to city resources to selected entrepreneurs, the City hopes to learn about new technologies and approaches to improve the delivery of services or provide savings to Durham residents.

Program Goals

1. Improving economic vitality, social equity and environmental quality in Durham
2. Improving the quality and efficiency of City services and operations
3. Supporting existing local innovators
4. Advancing the City's Strategic Plan, Vision & Mission

III. Financial Compensation

Innovate Durham does not offer financial compensation for companies testing their products and services in the City of Durham as part of this program.

IV. Benefits

The City of Durham will be offering the 2017 Innovate Durham Cohort the following support:

- Access to City government facilities and working spaces
- Access to the City's network when appropriate
- Professional mentoring/coaching by City of Durham staff

V. Submission Requirements

A. Application Deadline

Applications must be electronically submitted by 5:00 pm on August 28, 2017. An initial review of applications will begin on August 14, 2017.

B. Format

Applications must be submitted electronically using the Innovate Durham application online. (<https://goo.gl/forms/nUM3hoFsvR85GL0z2>)

C. Content

Each applicant company is expected to describe the following:

- Challenge you are addressing
- Introduction of your team
- Product/service description
- Product/service impact to the City and its residents

Additionally, applicants should accurately and precisely describe the following:

- Project plan
- Skills and experience of company members
- Outcome(s) company hopes to achieve at the end the pilot period
- Solution to the problem

Please refer to the electronic application (<https://goo.gl/forms/nUM3hoFsvR85GL0z2>)

VI. Contact and Questions

Information about program eligibility, requirement, process, application, and rules and regulations should be directed to ben.kittelsohn@durhamnc.gov. Questions regarding application process will be answered within one to two business days until the date of application deadline on August 28, 2017.

VII. Evaluation and Selection Criteria

A. Review Committee

The Innovate Durham Review Committee will be assembled with representatives from the City Manager's Office, the Department of Budget and Management Services, the Office of Performance and Innovation, the Department of Technology Solutions, and other city departments or work units based on the applications received. The committee is under no obligation to select any or all of the applicants. Applicants might be rejected if they do not meet the stated criteria or are not innovative enough.

B. Criteria for Written Application

The review committee will be selecting Innovate Durham 2017 cohort based on the following evaluation system:

Evaluation Criteria
<p>Innovation based solution</p> <ul style="list-style-type: none">• Solution addresses the challenge creatively and effectively• Solution is compatible with or flexible to work with City's information technology infrastructure and City requirements
<p>Skills, Experience, Background</p> <ul style="list-style-type: none">• Professional qualifications and education of team members.• The existence of (or lack thereof) existing and working prototypes• Recent relevant experience of team members.
<p>Impact</p> <ul style="list-style-type: none">• The proposed solution has potential to benefit the city government and its residents.• The proposed solution advances the City's Strategic Plan, Vision and Mission.
<p>Inclusion</p> <ul style="list-style-type: none">• Diverse hiring practices• Hiring of local residents• Do businesses with local vendors

C. Minimum Criteria

- All sections of application must be filled out
- Applicants must commit to participate for the full length of program (August to January)
- Applicants must have a presence in North Carolina (Durham County preferred)
- The company must have a working product or service ready to be tested at the city government.

The Innovate Durham program manager will perform initial screening of all applications to determine whether they satisfy initial minimum criteria. Any application that does not meet the initial minimum criteria will not be eligible for selection.

The City of Durham reserves the right to reject any or all proposals. The City reserves the right to negotiate changes of any nature with any applicant, whether or not something is stated to be mandatory and whether or not it is said that a proposal will be rejected if certain information or documentation is not submitted with it. Where the City asks or tells applicants to do stated things, the City may reject a proposal because it does not comply with those requests, so the applicant is adding to its risk of rejection by non-compliance.

D. Trade Secret Information

As a general rule, all submissions to the City are available to the public. Innovate Durham recognizes that applicants may want to disclose information that could be considered confidential or trade secret information as part of the application process. To the extent this can be avoided, applicants are advised to do so. However, if such disclosure is necessary, applicants should review the attached policy regarding the handling and disclosure of confidential information: <http://durhamnc.gov/DocumentCenter/View/16138>.

VIII. Selection & Planning Period

The review committee will select the Innovate Durham 2017 startup cohort. In addition, the review committee will select a department leader, with whom companies will be working during and throughout the pilot phase period.

After selection, the company and the City of Durham will agree to a plan of implementation for the pilot period and sign a Memorandum of Understanding. This plan of implementation will set clear expectations, a project timeline, progress check-ins and an overall communications plan. If after selection of a company, the City of Durham cannot negotiate the applicant's participation, the City reserves all rights to terminate participation.

IX. Pilot Period Company Expectations

A. Department Champion Meetings and Expectations

Each company will be working with a City department leader, a "Champion." When the program period starts, companies should meet with their respective champion to discuss the plan of implementation.

B. Office of Performance and Innovation

Companies are expected to do bi-weekly check-ins with the Office of Performance and Innovation in order to provide feedback, discuss milestones, and address any issues.

C. Project Milestones

Companies are expected to execute their plan of implementation for the duration of the 12-week pilot program. According to their plan of implementation and timeline, companies are expected to accomplish 2-3 milestones marks per month.

D. Presentation Day

At the end of the pilot period companies are expected to present at the Innovate Durham Presentation Day and showcase their products/services, share their experiences, and progress report to the public. More details will be provided closer to the date of the event.

E. Promotional Material

Companies will be highlighted via different public avenues of the City of Durham. This includes but is not limited to City press releases, City of Durham social media accounts, City of Durham website, and the City of Durham TV channel. Companies are expected to collaborate and provide information for published public material.

F. Networking

Companies will have the opportunity to connect with City partners, show their products/services, and connect with other local governments as appropriate.

G. Exit Interview

- Cohort will present again to review committee (Highlight accomplishments, lessons learned, and Q&A).
- Project manager will provide a detailed evaluation form about lessons learned, best practices, and areas of improvement.
- Program feedback and guidance for future steps.

X. Acknowledgement

Unless otherwise clearly stated in the application, applicants accept the criteria and expectations of the Innovate Durham program, including the description of services to be performed, upon submission of an application.