Geneva International Centre for Humanitarian Demining
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Request for Offers

Introduction

The Geneva International Centre for Humanitarian Demining (GICHD) is pleased to invite qualified partners to submit a quotation for the provision of the services described below as per requirements set out in this Request for offers (RFO).

Reference number	RFO/2025/BAP/(02)
Project number	1007
Posting date	15 SEPT 2025
Deadline for submission of the offer	29 SEPT 2025, 17:00, Geneva Time
Currency	The quotation shall be presented in Swiss Francs (CHF)
Language	The quotation shall be submitted in English
Submit to	consultants@gichd.org

RFO Terms

By participating in this RFO (e.g., by submitting an offer), you agree to the following terms:

- This RFO is not a contractual offer and does not create any obligation on the part of GICHD to award a contract or to accept any offer. GICHD reserves the right to reject any or all offers, to withdraw or amend this RFO at any time, or to cancel the procurement process without providing reasons and without incurring any liability towards the participants.
- GICHD shall not be liable for any costs or expenses incurred by the participants in connection with the preparation or submission of an offer.
- GICHD is under no obligation to provide feedback or explanations regarding the selection or rejection of any offer.
- Evaluation of offers will be at the sole discretion of GICHD.
- GICHD reserves the right to negotiate the terms of any offer or contract, including price, scope, and timelines, with any participant.
- This RFO and any related process shall be governed by the laws of Switzerland and subject to the exclusive jurisdiction of the courts of Geneva, Switzerland.

Requirements

Specification of Services	Design, development, and delivery of a Proof-of-Concept (PoC) of an AI-powered knowledge and research support platform – the Mine Action Navigator (Navigator).
Timing (Project Delivery)	October – December 2025
Terms	Suppliers must agree to comply with GICHD's Partner Code of Conduct General Terms and Conditions, and any donor-mandated compliance clauses.
	Remote-based, no travel required.

Scope of work

The Geneva International Centre for Humanitarian Demining (GICHD) is pleased to invite qualified partners to submit offers for the design, development, and delivery of a Proof-of-Concept (PoC) of an AI-powered knowledge and research support platform – the Mine Action Navigator (Navigator).

The Navigator will be built as a public-facing digital web tool that enables mine action stakeholders to interact with a curated body of validated research, reports, and technical documents. It will combine semantic search and an interactive AI assistant to support rapid, evidence-based access to technical knowledge on innovation.

The user access will be hosted on the GICHD website and built using modern language model technologies (e.g. LLM + Retrieval-Augmented Generation). The system must allow users to ask complex natural-language questions and receive cited, contextual responses based on sector-validated documents. A controlled taxonomy, multilingual support, and user-friendly interface are core to the project.

This project is aligned with GICHD's broader mission to support the EORR Innovation Hub and will pilot implementation of the forthcoming Mine Action Research Agenda (MARA).

Project Scope

The selected partner will work closely with the GICHD team to develop the first functional version (Proof-of-Concept) of the Navigator.

The PoC project is to be delivered between October and December 2025 and includes the following activities:

- Define system architecture and select appropriate technologies (e.g., RAG framework, vector DB, LLM model/API, hosting).
- Prepare and ingest an initial curated corpus of 100 vetted documents (provided by GICHD).
- Design and implement a domain-specific tagging and metadata system, aligned with GICHD's mine action taxonomy (provided by GICHD).
- Configure AI-powered semantic search and document retrieval.
- Develop a user-friendly web interface, embedded on the GICHD website, to enable public interaction with the Navigator.

- Implement a lightweight document and tag upload backend for future corpus expansion.
- Enable natural-language question answering with cited sources and document excerpts.
- Conduct internal pilot testing with selected sector users (provided by GICHD).
- Refine system functionality, taxonomy performance, and UI/UX based on structured feedback.
- Prepare basic documentation for the Navigator's architecture, backend, tagging and document uploading interface.

See detailed System Requirements in Annex.

Expected Deliverables

- A fully functional, public-facing AI assistant deployed on the GICHD website.
- Secure, searchable knowledge base with 100 documents indexed.
- Configured metadata/tagging system aligned to GICHD's taxonomy.
- Multilingual-ready natural-language query system with accurate document citation.
- Modular, scalable system architecture (e.g., cloud-hosted, API-ready, open-source compatible).
- Technical documentation and usability guide (English).

If the PoC is successful, the Navigator project will be expanded to include more advanced functionality, such as partner document uploads, integration with other applications and services, API, image/video library, enhanced multilanguage capabilities, etc. Exact scope and functionality will be confirmed based on the results of the PoC.

Delivery dates of the services

Milestone	**Timeline**
Prototype ready	No later than 15 November 2025
Feedback collected	No later than 01 December 2025
Final PoC product delivered and deployed	No later than 15 December 2025

PoC delivery dates are relative to the project start date. Current anticipated project start date is October 1st, 2025.

Eligibility Criteria

This RFO is open to organizations with demonstrated expertise in AI development, semantic search, and user-centric software solutions. To be eligible, applicants must meet the following criteria:

The applicant(s) must demonstrate:

- Proven experience developing AI-powered tools using large language models (LLMs) and Retrieval-Augmented Generation (RAG) architectures.
- Familiarity with deploying user-facing AI applications via modern web interfaces, preferably in multilingual and humanitarian settings.
- Technical ability to build scalable, modular backend systems for document ingestion, semantic search, and tag-based filtering.
- Prior experience working with knowledge management systems, natural language search, or AI-based assistants.
- A user-centered approach to interface design, with special attention to accessibility for non-technical or field-based users.
- An understanding of data protection, ethical AI, and open-access principles.
- No previous experience of working with mine action sector is required.

Evaluation Criteria

All eligible proposals will be evaluated according to the following criteria:

Criteria	**What will be evaluated?**
Technical approach and methodology	Clarity, feasibility, innovation, and appropriateness for the sector
Relevant experience and past performance	Demonstrated success on similar AI or knowledge platforms, especially in mission-driven or low-resource contexts
Team qualifications and clarity of roles	Expertise and complementarity of proposed team members
User focus and design usability	Accessibility, multilingual readiness, and simplicity for field users
Cost-effectiveness and value for money	Justified, realistic, and competitive pricing
Commitment to open standards and sustainability	Responsible AI, open architecture, and knowledge transfer

Submission Requirements

Interested applicants shall provide a coherent, organized and clear proposal in response to the request. The proposal should at least cover the following items:

- Name of company/individual
- Address, contact details

Technical Proposal (max 10 pages):

- Description of the proposed technical architecture
- Methodology for AI integration (LLM, RAG, tagging pipeline)
- Description of development timeline and key milestones
- Details on the tagging, ingestion, and multilingual handling

Financial Proposal (in CHF):

- Line-item budget covering fees, development costs, and any relevant expenses. Applicants may expand or update the budget template as needed, provided the below conditions are met.
- Accompanied by a budget narrative justifying all proposed costs.
- All costs must be based on actual needs and directly linked to specific deliverables or outputs.
- A clear breakdown of assumptions (e.g., unit rate, etc.) must be included in a separate budget narrative.
- No costs unrelated to the scope of work may be included (e.g., general administration, office rent, or institutional expenses not directly linked to the project).
- Equipment such as laptops with word processing software are not covered by the GICHD and should be included in the applicant services at no extra cost.

Output / Activity	Cost Category	Estimated Units	Rate (CHF)	Total (CHF)
Architecture & planning	Professional fees			
Application Development, GICHD website integration	Software development			
AI/RAG integration	AI/ML services			
Project coordination & reporting	Management (direct costs)			
Equipment / licenses	Equipment / software			
Documentation & handover	Documentation			
Total				

Team CVs and Experience:

- CVs of key personnel involved in the project
- A brief overview of similar past projects
- At least two references from recent relevant clients

Optional Supporting Materials:

- Live demo links, GitHub repositories, platform screenshots
- Brief descriptions of similar AI/search interface work

Annex: System Requirements

1. Functional Requirements

1.1 Knowledge Base and Tagging

- Store and retrieve an initial corpus of 100 vetted documents (PDF or DOCX format).
- Use a structured mine action taxonomy (provided by GICHD) for tagging and filtering content.
- Support future ingestion of new documents with semi-automated tagging.
- Enable users to explore content using taxonomy-based filters (e.g. topic, tech type, environment, document type, etc.).

1.2 AI-Powered Natural Language Search and Answer Generation

- Process user queries in natural language.
- Use a relevant approach/framework (RAG or similar) to answer questions based on retrieved document chunks.
- Responses must be grounded in source documents and include references and, potentially, document snippets.
- Multilingual query input/output (start with English, prepare for Arabic and French).
- Option to limit search scope (e.g. by year, category, phase).

1.3 User Interaction and Feedback

- Provide a feedback form on every result screen (e.g. “Was this answer helpful?” + free text).
- Store feedback and link it to user queries and source documents.
- Option to flag unclear or inaccurate answers for review.

2. Non-Functional Requirements

2.1 Usability and Accessibility

- Clean, intuitive user interface embedded within the GICHD website (TYPO3 CMS-compatible).
- Designed for non-technical users; minimal onboarding required.
- Compliant with WCAG 2.1 accessibility guidelines.
- Accessibility considerations must address:
    - Keyboard-only navigation
    - Alt text for icons or AI result content
    - Optional: voice input (v2+)

2.2 Accuracy and Testing

- The system must undergo structured accuracy testing before public release:
    - Test set of common queries
    - Review for hallucinations, false positives
    - Sector reviewers to validate AI behavior
- Include test protocols for:
    - Semantic search accuracy

  - Document citation traceability
  - Query misinterpretation risks

3. Technical Architecture

3.1 System Components

- Frontend: Web-based interface integrated into the GICHD TYPO3 CMS
- Backend:
  - Document storage + metadata
  - Vector database (e.g. Chroma, Weaviate, or Pinecone)
  - Tagging engine
- AI Engine:
  - RAG pipeline connected to GPT / Claude / Mistral LLM (TBD)
  - Preference for open source LLMs
  - Prompts and retrieval filters aligned to sector taxonomy
- Feedback System: Structured, query-linked input for continuous improvement

3.2 Hosting and Security

- Preferably hosted in Switzerland (Infomaniak) or EU for GDPR compliance
- GICHD must retain full administrative control and access to:
  - Backend architecture
  - Content/document database
  - Model outputs
  - LLM retraining options
  - Query and feedback logs
- TLS encryption; secure access to any admin tools
- No user login required unless added in future phases

4. Integration Requirements

- Must be embed within the GICHD public website, which runs on TYPO3 CMS
- System must support:
  - API or iframe embedding
  - CSS and frontend compatibility with GICHD styling
  - Provide admin dashboard or upload panel for document management
- Option to change/integrate a new LLM via an API if initially selected LLM does not meet the expectations.[1]

5. Output and Content Types

- User queries must return text-based answers with references.
- Include links to: Full documents (PDF preview or download)
- Phase 1 will support textual content only (images and videos to be reviewed in later phases)

[1] For example, initially tested with English only, Navigator will need to work effectively with Arabic, French and potentially other languages, which can be tested only at later stages and may require LLM change.

6. Maintenance and Sustainability

- Provide documented architecture and codebase (if custom-built)
- Delivery must include:
    - Source code (if open-source or license permits)
    - Preference for open-source development tools
    - Documentation for hosting and maintenance
    - Guidance for adding new documents, adding and editing tags
    - Option for handover to in-house or partner developers after PoC
- Platform must be modular and scalable, with potential to:
    - Expand scope to other domains
    - Add user uploads (from v2+), visual outputs, or GIS links