

Request for Offers

Support with the development and rollout of an online global mine action community forum

Introduction

The Geneva International Centre for Humanitarian Demining (GICHD) is pleased to invite companies / consultants to submit a quotation for the provision of the description of the goods or the services described below as per requirements set out in this request for offers.

Reference number: RFO/2025/PW/01

Posting date: 24 April 2025

Deadline for submission of the Request for Quotation form: 02. May. 2025, 18:00, Geneva Time (GMT+1).

Currency: The quotation shall be presented in Swiss Francs (CHF)

Language: The quotation shall be submitted in English

Submit to: consultants@gichd.org

Background

The Geneva International Centre for Humanitarian Demining (GICHD) works to reduce the risks communities face from explosive ordnance, including landmines, cluster munitions, other explosive remnants of war, and ammunition storage hazards. The Centre partners with national and local authorities, donors, United Nations agencies, international organisations, NGOs, commercial actors, and academia to strengthen mine action and ammunition management efforts.

A central focus of the Centre's work has been the promotion of effective information management in mine action. Over more than two decades, the GICHD has supported the development and evolution of the Information Management System for Mine Action (IMSMA), helping actors across the sector to leverage data for informed strategic and operational decisions. The GICHD's Information Management scope of work has since grown from focusing solely on technical support into providing a comprehensive advisory service, working closely with organisations to enhance their systems and processes.

To complement these efforts and respond to the growing demand for shared learning and sector-wide knowledge exchange, the GICHD is developing a global mine action community forum. This forum will serve as a central hub for practitioners, policymakers, and stakeholders from across the mine action community to connect, collaborate, and exchange knowledge. The

forum will enable users to share best practices, pose questions, access tools and resources, and participate in discussions that strengthen information management and broader mine action practices. It will also support multilingual access, peer moderation, and long-term engagement through a user-centered, inclusive design.

This initiative aligns with the GICHD's ongoing commitment to facilitating dialogue, fostering learning, innovation, and promoting collective problem-solving across the sector.

Scope of work

The GICHD seeks to contract a consultant or company to **design, develop, and support an online community forum platform** to serve the IMSMA Core Community of Practice. The platform will function as a collaborative digital space, enabling members to share knowledge, exchange ideas, seek guidance, and engage in ongoing dialogue on information management for mine action.

The consultant/company will be responsible for delivering a **secure, user-friendly, and scalable** solution that includes the following key features and services:

- **Multilingual Accessibility:** Built-in AI translation functionality to allow real-time and automated translation of content, ensuring accessibility and engagement across diverse linguistic groups. These translation services must also be fully integrated with the platform's search functionality, enabling users to search across languages with consistent results.
- **Advanced Search Capabilities:** A fast, intuitive search system that indexes forum discussions, documents, and media across all supported languages. The search tool should support keyword relevance, filtering by tags or categories, and returning results across translated content.
- **Moderation and Community Management Tools:** Features to support AI and community moderation of content and behavior, including the ability to assign roles and permissions, flag inappropriate content, manage spam, and track user engagement and activity.
- **User-Centered Interface and Design Support:** A clean, responsive, and accessible user interface that is easy to navigate for users of varying technical proficiency. The consultant will also provide design customization services to align the forum's appearance with GICHD and IMSMA Core Community branding.
- **Hosting and Infrastructure:** Full provisioning and configuration of cloud-based hosting, ensuring high availability, data protection, and performance optimization. Hosting should be scalable to accommodate growing user numbers and usage over time.
- **Technical and Maintenance Support:** Ongoing technical support for updates, bug fixes, security monitoring, and user assistance, as well as support in implementing any feature enhancements or community-driven improvements.

The project will be executed over a **three-year period**, with the **primary development and deployment of the forum to be completed within the first 12 months**. Subsequent years will focus on maintenance, support, and incremental improvements in response to user feedback and evolving needs.

Delivery dates of the services

- Contract Start: June 2025
- Core Development Complete: May 2026
- Support & Maintenance: June 2025 – May 2028 (with possibility for regular extension)

Estimated work days to deliver the services

- Year 1 (Development): ~150 days
- Year 2–3 (Support & Improvements): ~70 days (approximately 35 days per year)
- Total estimated effort: 220 days

The consultant / company shall provide a coherent, organized and clear proposal in response to the request.

Project resources

Name of the company: ADD NAME

Name of individual: ADD NAME OF INDIVIDUAL

Address: ADD ADDRESS

Proposals

Consultant / Company: ADD QUALITATIVE NARRATIVE ON HOW TO UNDERTAKE THE WORK OR DELIVER THE SPECIFIED GOODS OR SERVICES.

Consultant Response Should Include:

- Detailed technical and methodological proposal for delivering the services.
- Description of relevant experience with community platforms, multilingual technology, and moderation systems.
- Overview of proposed team and their roles.
- Workplan and timeline, clearly identifying milestones.
- Risk assessment and mitigation strategies.

Availability

Consultant / Company: ADD TEXT TO CONFIRM CAPACITY TO DELIVER THE SPECIFIC GOODS AND SERVICES WITHIN THE REQUIRED TIME LINE

Pricing

Equipment such as laptops with word processing software are not covered by the GICHD and should be included in the consultant / company services at no extra cost.

Services	Days/Units	Rate in CHF	Total
Fees			
Daily fees			
Professional costs (estimates)			
Transportation costs			
Accommodation			
Other costs (estimates)			
Purchase of equipment, VAT, etc.			
Total			

