

Request for Proposals – Software Maintenance and Development Services for the Quality-of-Care Data Strategy Agreement

1. Background

War Child Alliance (WCA) is a non-governmental organisation driven by a simple but powerful belief: No child should ever be part of war. Ever. Our mission is to strengthen the systems that protect and support the wellbeing of children affected by conflict. We are recognised for our expertise in mental health and psychosocial support (MHPSS), education and child protection, and for our deep-rooted commitment to evidence-based programming, grounded in rigorous research. Please see <https://www.warchild.net/> for further details of our work.

War Child has developed, and is implementing with partners, a wide range of evidence-based methodologies (EBMs), that together make up the War Child Care system¹. This system is an integrated suite of interventions designed to improve the wellbeing of children and youth affected by conflict. It brings together evidence-based methods in MHPSS, child protection and education. Central to our Care System is the understanding that a child's wellbeing is shaped by their entire social environment. When used together, the methods within the care system reinforce one another, ensuring that as many children as possible benefit from high-quality, coordinated support.

Examples of these methods include:

- **TeamUp** - A structured, movement-based program for children aged 6-18 that strengthens resilience and psychosocial wellbeing.
- **BeThere**, a method designed to build caregivers skills and psychosocial wellbeing so they can effectively support the children in their care.

To ensure quality while the evidence-based interventions in the care system are implemented at scale, War Child has developed the Quality-of-Care (QoC) framework. This framework, grounded in research, demonstrates that psychological interventions delivered by trained non-mental health care professionals can be effective. The QoC Framework uses three key indicators to assess whether the conditions needed to achieve the intended outcomes are in place:

1. **Attendance** – Measures the number of intervention sessions a participant attends, ensuring that the participant receives sufficient exposure to the intended content.
2. **Competency** – Assesses whether the facilitators of the intervention possess the knowledge, attitudes, behaviors, and skills required to deliver the intervention effectively and to the expected standard.

¹ Please see our Care System Overview for more information: <https://www.warchild.net/care-system-overview/>

3. **Fidelity** – Evaluates the extent to which the intervention is delivered as originally designed, ensuring it is implemented with enough integrity to achieve its intended outcomes.

Research shows that when these three indicators meet predetermined thresholds, the likelihood of replicating the same outcomes demonstrated during effectiveness evaluations increases significantly. **This is why it is essential to establish systems that enable War Child, our partners, and their implementing teams to systematically collect, monitor and use data on these three indicators.**

In 2023, War Child began developing, with selected service providers, a mobile phone application (Android) that works offline and enables teams to register and track attendance ('the Attendance App'). This marked the first step toward building an integrated data system capable of collecting, tracking, and visualizing all three indicators within the QoC framework. In 2025, we conducted additional scoping work to better understand how best to build on the existing systems through exploring digital data solutions that track competency and fidelity data; and identifying options for visualizing all three QoC indicators in a dashboard with tiered access levels. Following this work, we decided to build on the same interface as the Attendance App, a data collection mobile phone application that captures competency and fidelity data, harmonizing these components with a data pipeline, ultimately visualized through a Power BI dashboard.

2. Purpose of the Request for Proposals/Tenders

The purpose of this request for proposals/tenders is to establish an agreement with selected service providers for the provision of App development and maintenance services. This includes:

1. Maintenance
2. Any future development of new features for the Attendance App
3. Development and maintenance of new digital data collection apps for competency and fidelity data
4. Development and maintenance of data pipelines and the corresponding dashboard on Power BI that visualizes data for all three indicators, i.e. attendance, competency and fidelity.

3. Project Summary

Efforts to digitalize data collection within the QoC framework began in 2023 with the development of a mobile application designed to register participants and record session attendance. This *Attendance App*, developed in partnership with service providers in the Netherlands has been tested and rolled out in several locations in Uganda. It is currently being translated into Arabic and will be tested with a second methodology ('EBM' or evidence-based methodology) in the Middle East in 2026.

In 2024, WCA expanded its QoC data strategy by collaborating with a service provider to create a Power BI Proof of Concept (PoC) dashboard visualizing the three QoC indicators. As part of this work, the provider assessed WCA’s data systems and identified key developments needed to operationalize the dashboard. Among the recommendations were the creation of offline capable digital data collection applications for competency and fidelity data, as visualized below.

Indicator	Data entry tool	Data source	Data extraction	Data transformation	Insights
Attendance	Global Attendance App	QoC Platform	QoC Platform API	QoC pipeline	PowerBI QoC Dashboard
Competency	Competency and Fidelity App				
Fidelity					

Table 1; tabular visualization of the data flows in the QoC data strategy

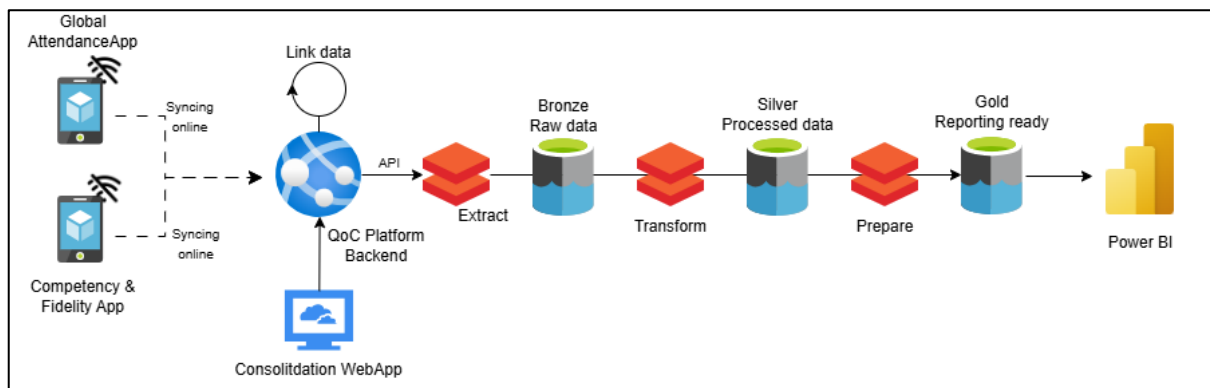


Figure 1; visual representation of the QoC data strategy

4. Scope of work

The services requested will establish an agreement to deliver the following:

1. Attendance App:

- Provide hosting services (as from October 2026), including moving the App to a more robust hosting platform/production platform.
- Continued maintenance of the App.
- Development of new features for the App as and when the need arises.

2. Competency and Fidelity App:

- Consult with potential users on users’ needs and requirements, and incorporate their needs and requirements into the design of the App.
- Ensure alignment between the Competency and Fidelity Apps with the Attendance App.
- Cost-effective and technically elegant, clean and efficient technical design and implementation.

3. Consolidation Web App and Data Pipelines

- Develop the consolidation WebApp.
- Develop/update the QoC platform back end to allow competency and fidelity data to be linked to attendance data.
- Further develop the proof-of-concept Quality of Care dashboard, taking into account user needs and requirements.
- Ensure data protection and privacy structure of the pages in the Quality-of-Care dashboard is in accordance with GDPR, including proactively suggesting improvements as required.

5. Intellectual Property

- All source code, data, application assets, documentation, and materials developed under the Framework agreement shall be the exclusive property of War Child Alliance.
- War Child Alliance must be the sole registered app owner in any app store used to distribute or maintain the applications mobile component.
- The Service Providers shall not retain any copies of such materials beyond what is legally or contractually required and shall certify in writing the destruction of such materials if requested.

6. Selection Criteria

Final selection will be based on technically and administratively compliant offers that are the most economically advantageous.

In sequential order, the Evaluation Committee will assess each offer against administrative requirements, technical requirements, and financial requirements. Each offer can only be considered for further evaluation if it satisfactorily meets the requirements of the previous stage.

Bid evaluation criteria

Criteria		Points
1.	Administrative Requirements: This will focus on the review of offers for eligibility and completeness.	10
2.	Functional and Technical requirements: This will be based on how well each offer fulfils the technical requirements detailed in section 8 and 9 (Detailed Technical Specifications).	60

3.	<p>Financial Requirements:</p> <p>This focuses on checking the calculations of pricing and the overall pricing matrix. The total amount of points allocated for the price component is 30 and this will be allotted to the lowest acceptable price offer. All other price offers will receive points in inverse proportion to the lowest price.</p>	30
Total		100

A detailed score sheet for each of these requirements is mentioned in **sections 8 and 9 below**. Please pay keen attention to details and make sure your offer addresses the requirements described in the score sheets.

Only tenderers with a minimum score of **60** in the first round will be selected for the follow-up round.

8. Functional and Technical Requirements

a) Functional Requirements

- Develop a new Android mobile application to collect competency and fidelity data.
- The application must work offline so that users can continue data entry in locations with limited or no internet access.
- Data entered offline must sync automatically and securely once connectivity is available.
- The new application must align with and integrate into the existing Attendance App and related data platform.
- Data from attendance, competency, and fidelity must be linked so that it can be viewed together for reporting and analysis.
- The application must support user login, role-based access, and permissions.
- The application must include clear and practical data entry forms that are easy for field teams to use.
- Validation rules must be built in to reduce incomplete or incorrect data entry.
- The supplier must maintain and improve the application as requirements evolve.

b) Technical Requirements

- The supplier must provide full-stack development capability, including front-end, back-end, database, and integration work.
- This must include:

- **Kotlin**
- **TypeScript**
- **MongoDB**
- Strong experience in Android mobile application development is required.
- The supplier must be able to build and maintain secure APIs and backend services.
- The solution must support integration with dashboards and reporting tools, including Microsoft Power BI.
- Experience with cloud hosting, preferably Microsoft Azure, is required.
- The platform must be stable, scalable, and supported by proper monitoring and logging.
- The supplier must follow structured testing, deployment, and release processes.
- Technical documentation must be maintained and updated.

c) User Experience and Design Requirements

- The supplier must consult with end users to understand how the application will be used in practice.
- User needs from different implementation sites must be reflected in the design.
- The application must be simple and easy to use for field staff and programme teams.
- Screens, workflows, and forms must be clear and efficient.
- The supplier must make improvements based on user feedback and operational experience.
- The dashboard and reporting views must be easy to interpret for programme and management teams.
- The design should support use across different countries and operational contexts.

d) Data Protection and Compliance Requirements

- All systems and processes must comply with GDPR requirements.
- Appropriate controls must be in place for data privacy, user access, and permissions.
- Sensitive data must be protected during storage, transfer, and synchronization.
- Access to data must be restricted based on business need and role.
- Data retention and deletion processes must be clearly defined.

- Audit logs must be available for access, changes, and data updates.
- The supplier must identify and address any compliance risks as part of ongoing support. supplier must provide ongoing maintenance and support services.

e) Service and Support Requirements

- The supplier must provide ongoing maintenance and support services.
- This must include:
 - the incident response
 - issue resolution
 - bug fixes
 - routine updates
 - version upgrades
- Priority support must be available for critical issues affecting field operations.
- Clear response and resolution times must be agreed.
- The supplier must support planned enhancements and agreed development priorities.
- Support must include coordination with relevant WCA business teams.
- The supplier must provide clear documentation for support processes and escalation routes.

f) Production Environment Migration and Operational Support

- The supplier must migrate the existing platform from the current pilot and proof-of-concept setup into a fully supported production environment.
- This must include migration of:
 - the existing Attendance App
 - the new Competency and Fidelity App
 - backend services
 - data pipelines
 - dashboards and reporting components
- Separate environments must be established for:
 - development
 - testing
 - user acceptance testing

- production
- The supplier must ensure that the production environment is stable, secure, and fit for operational use.
- Existing data, integrations, and historical records must be migrated with full validation and reconciliation checks.
- The migration must be completed with minimal disruption to business operations and field teams.
- Appropriate release and change management processes must be in place for future updates.
- The production environment must include:
 - system monitoring
 - alerting
 - backup processes
 - restore procedures
 - disaster recovery arrangements
- The supplier must provide ongoing production support services, including incident management and problem resolution.
- Service levels for response, resolution, escalation, and planned maintenance windows must be clearly agreed.
- The supplier must provide documentation, system administration guidance, and knowledge transfer to support ongoing oversight and support by WCA.
- Ongoing patching, security updates, and version upgrades must be included as part of the support service.

g) Transition and Exit Support

- In the event WCA elects to transfer development, support, or maintenance services to a new supplier, the current supplier must provide full transition support.
- The supplier must support an orderly and timely handover of all services, systems, and technical knowledge.
 - This must include handover of:
 - source code
 - application configuration
 - database schemas

- APIs and integration documentation
 - deployment scripts
 - technical architecture documentation
 - support procedures
 - issue and defect logs
 - development backlog and roadmap items
- All documentation must be kept up to date and provided in a format that can be readily used by the incoming supplier.
 - The supplier must provide knowledge transfer sessions with the new supplier and relevant WCA staff.
 - The supplier must support the migration of hosting, environments, and deployment pipelines where required.
 - Any transition must be completed in a manner that minimizes disruption to business operations and field delivery.
 - During the transition period, the supplier must continue to provide maintenance and incident support services until handover is formally completed.
 - All intellectual property, source code, and developed materials must remain fully accessible to WCA in line with the agreed contractual terms.
 - The supplier must provide reasonable support for a defined transition period, including responses to technical questions from the incoming supplier.
 - Exit and transition arrangements, including notice periods and support timelines, must be agreed as part of the contract.

9. Administrative and Financial Requirements

a) Administrative Requirements:

- Proof of company registration
- Copy of insurance policy
- Copy of audited financial statements for the last two years (balance sheet and income statement)
- Description of past projects similar in scope and complexity to the tender requirements.
- Details of names, address and contact telephone of three clients for whom the same type of services were provided in various geographic locations. WCA reserves the right to contact these references without notifying the tenderer

b) Financial Requirements

- Estimated development costs should be detailed as follows:
 - Development of the Apps
 - Development of the Dashboard and Data Pipelines
 - Translation
 - Hosting
 - Annual Maintenance (covering the Apps, the Data Pipeline, and the Dashboard)

c) Project Timeline

- For the timeline, please provide detailed information including:
 - Project initiation date
 - Development milestones
 - Testing and rollout phases
 - Maintenance and support schedule

10. Submission of Proposals

As the project requires a deeper elaboration of the implementation process, we expect a proposal that addresses the above requirements and clearly outlines the key steps, including an explanation of your proposed approach and way of working.

Please submit:

- A **technical proposal** describing how you will meet the functional, technical, financial, and administrative requirements; and
- A **separate financial proposal** and any supporting presentations or documents, as applicable.

For any inquiries or for the submission of proposals related to the “**Software Maintenance and Development Services for the Quality-of-Care Data Strategy Agreement**” tender, please send your questions and documents to: tenders.wca@warchild.net

Call for Tenders Schedule:

Activity	Date
Publication of the Tender Notice	9 April 2026
Deadline for request for any clarifications from WCA	20 April 2026
Last date on which clarifications are issued by WCA	23 April 2026
Deadline for submission of tenders (receiving date, not sending date)	28 April 2026

Tender opening session by WCA	5 May 2026
Notification of Intent to Award to the successful tenderer	1 st June 2026
Negotiations	2 nd June to 6 th June 2026
Signature of the contract(s)	On or before 12 June 2026
Notification to all non-successful tenderers	On or before 21 June 2026

Please note that all dates are provisional, and WCA reserves the right to modify the schedule.

WCA also reserves the right to pre-select submissions, based on the bid evaluation criteria outlined above, and to invite shortlisted companies to participate in a competitive dialogue.

Questions and Clarifications

If WCA, either on its own initiative or in response to a request from a prospective bidder, provides additional information relating to the tender dossier, such information will be communicated simultaneously and in writing to all bidders.

Bidders may submit questions in writing to the address below, preferably by email, no later than **20 April 2026 at 23:59**, prior to the deadline for submission of tenders. All correspondence should clearly specify the publication reference and tender title.

Contact name: The Tender Committee

Email: tenders.wca@warchild.net

Any prospective bidder seeking to arrange individual meetings with WCA during the tender period may be excluded from the tender procedure.

Submission Deadline:

The deadline for submission of proposals is **28 April 2026 at 23:59** local time of the Netherlands. Late bids will not be accepted.