REQUEST FOR PROPOSALS

CENTRAL IT SERVICE PROVIDER: DIGITAL FORTIFICATION QUALITY TRACEABILITY + PROJECT (DFQT+)

Issued by

The Global Alliance for Improved Nutrition (GAIN)

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I.   PROJECT BACKGROUND AND SCOPE OF WORK

1.   ABOUT GAIN

The Global Alliance for Improved Nutrition (GAIN) is a Swiss-based foundation launched at the UN in 2002 to tackle the human suffering caused by malnutrition. Working with both governments and businesses, we aim to transform food systems so that they deliver more nutritious food for all people.

At GAIN, we believe that everyone in the world should have access to nutritious and safe food. We work to understand and deliver specific solutions to the daily challenge of food insecurity faced by poor people. By understanding that there is no "one-size-fits-all" model, we develop alliances and build tailored programmes, using a variety of flexible models and approaches.

We build alliances between governments, local and global businesses, and civil society to deliver sustainable improvements at scale. We are part of a global network of partners working together to create sustainable solutions to malnutrition. Through alliances, we provide technical, financial and policy support to key participants in the food system. We use specific learning, evidence of impact, and results of projects and programmes to shape and influence the actions of others.

Headquartered in Geneva, Switzerland, GAIN has representative offices in Denmark, The Netherlands, the United Kingdom, and the United States. In addition, we have country offices in Bangladesh, Ethiopia, India, Indonesia, Kenya, Mozambique, Nigeria, Pakistan, and Tanzania. Programmes and projects are carried out in a variety of other countries, particularly in Africa and Asia.

2.   BACKGROUND

The Global Alliance for Improved Nutrition (GAIN) is issuing this Request for Proposal (RFP) and will be the administrative lead organisation for this RFP.

The purpose of this RFP is to engage services of a **Central IT Service Provider to host and maintain the software solution (a Global Good), known as the "Digital Fortification Quality Traceability (DFQT+) System" and advance the platform via a narrowly defined feature roadmap in support of the go-to-market (GTM) strategy. The contract is approximately 18 months.**

DIGITIZING FORTIFICATION QUALITY AND STRENGTHENING ENABLING ENVIRONMENTS

Fortification programs today suffer from a lack of fortification quality across almost all food vehicles due to weak government enforcement mechanisms that are a result of poor incentives, lack of trained personnel, and limited resources. Without the enforcement that could level the playing field, mills/refiners are not held accountable to fortify to government standards - and many do not fortify at all, reducing effective coverage and diminishing the contribution fortification can have on micronutrient intakes and disease prevention. To date, quality improvements in fortification have largely been achieved through accreditation services (i.e., premix) and traditional capacity building of industry, labs, and government regulators by international non-governmental organisations (NGOs).These efforts have been important, but they have failed to build sustainable, cost-effective systems, as they continue to rely heavily on resource-constrained government enforcement programs for monitoring and on international donors to support the work of the NGOs.

The vision of this work was to develop a country-owned digital, field-friendly systems solution that enables mills/refineries and authorities to generate, govern, share, and utilize safely accurate and traceable data on food fortification quality within factories and markets, including customs. The product, "The Digital Fortification Quality Traceability Plus (DFQT+) System", was co-designed and adapted with local and global partners to ensure ownership, uptake, and sustainability, and was recently piloted in Bangladesh and Nigeria by government stakeholders and edible oil producers. This 18-month role will contribute to the "adoption phase" of this project cycle, supporting national uptake and scale up to additional users.

Central IT Service Provider Role and Overall Purpose

The Digital Fortification Traceability Plus (DFQT+) system is a platform for sharing food fortification data and insights among stakeholders across the value chain: Premix / micronutrients suppliers, food producers, regulatory agencies, and other stakeholders. The platform is currently live and operational in two countries (Bangladesh and Nigeria) with a centrally managed code base and locally managed country instances.

The Global Alliance for Improved Nutrition (GAIN) is seeking an IT service provider to take over responsibility of the existing DFQT+ system; including hosting and maintaining the central platform (country instances are hosted separately) and advancing the platform via a narrowly defined feature roadmap in support of the go-to-market strategy. The platform is designed to be universally useful to stakeholders in the ecosystem and maintain uniformity and scalability by facilitating local customization through settings configurations, and not via unique local feature deployment.

The service provider is responsible for designing and deploying platform functionality enhancements to the main codebase, based on stakeholder needs, in coordination with the GAIN Project Manager and Product Owner. The IT service provider is not responsible for the maintenance and availability of the local country instances from a hosting and infrastructure perspective but must coordinate with local hosting providers to deploy new versions and ensure backwards compatibility.

3. **SCOPE OF WORK AND DELIVERABLES**

Scope of work

The primary objective of this assignment is to appoint an IT organization that will be responsible for:

1. Platform Operations - Inherit hosting and maintain stability of the existing centrally managed development, test, and demo environments and related infrastructure.
2. Discovery and Knowledge Continuity - Obtain deep understanding of the existing system and establish processes for continuous enhancement based on user needs.
3. Platform Reliability - Ensure availability of the development and demo environments through an appropriate SLA and contribute to the performance and reliability of the local system instances through responsive technical support to the local hosts providers in matters of patches, bug fixes, infrastructure enhancements, and compliance updates.
4. Communications and Coordination - Work collaboratively with multiple stakeholders, including GAIN project team, Strategic and Technical Advisory Committee, in-country system hosts, subject-matter experts, etc. Maintain an exceptional change management, deployment, versioning, and documentation process.
5. Continuous Feature Development - Enhance the DFQT+ system with new features that expand food vehicle coverage, improve user experience, and support evolving customer requirements—while maintaining platform stability and backward compatibility.

6. Position for Scale/Handover - Prepare for the end of the assignment by producing a continuity plan. This plan will cover knowledge transfer activities in the event that the service provider does not continue and the service providers outlook on future scaling of DFQT+.

FUNCTIONAL REQUIREMENTS

The service provider will understand and maintain the existing system, while supporting the development of a limited set of new features in collaboration with the GAIN team. The service provider should assume that architecture and infrastructure decisions are already in place and are not expected to be revised excepting extraordinary circumstances, or in the case of new development requiring architecture enhancements.

1. Platform Operations
    a. Existing Platform Infrastructure - The service provider will gain access to and assume management of the code base (Github), Azure cloud resources, design files (Figma), Jira planning, Continuous Integration Continuous Deployment, Identity and Access Management, secrets management, and other related tooling.
    b. Dev and Test Environments - Deploy the dev and test environments and assume management of the Production Demo environment. Ensure availability of the systems.
2. Discovery and Knowledge Continuity
    a. Onboarding - The existing system is robust and currently in use by early adopting organizations. The service provider will study the existing codebase, architecture, and operational procedures to understand the intent behind the design, while documenting or enhancing knowledge for long-term sustainability.
    b. Continuous User-Centered Learning - In addition to a known set of feature development described later, a posture of continuous learning and improvement will be needed. The service provider will establish processes in coordination with the GAIN Project Manager and Product Owner to gather user insights and respond to the go-to-market traction through planned adjustments and/or enhancements.
3. Platform Reliability
    a. Availability and Hosting - The service provider will propose a reasonable Environment SLA for the dev/test and Demo environments in line with industry best practices.
    b. Monitoring and Optimization - The service provider will follow responsible monitoring processes and ensure that platform components are optimized according to their use cases.
    c. Incident Response and Technical Support -
        i. Describe the proposed Support SLA with severity levels, response, and resolution times for each environment.
            1. Central platform - dev/test
            2. Central platform - Demo environment
        ii. Describe the Support SLA for maintaining responsive technical support to the local country hosts in matters of patches, bug fixes, infrastructure enhancements, and compliance updates. (See "Operating Model" below)
    d. Compliance and Security - Due to country-level data privacy and residency regulations, as well as commercial proprietary information exposure risk, the service provider should make decisions with security best practices in mind and maintain a responsive posture to evolving local regulatory requirements.
4. Communication and Coordination
    a. Alignment and Reporting - The service providers should maintain open communications with key decision makers and practice a regular routine of updates and status reports. The exact communication routine will be designed in collaboration with the selected service provider. The service provider should consider the following team dynamics and key decision makers.

i.   Product Owner (PO) - GAIN's Product Owner is accountable for the business requirements scoping and representing the user/customer voice, and therefore is a key direct report for the service provider. All enhancements and feature development are sourced by the PO after aligning stakeholders needs and feedback.

ii.   Project Manager and Strategic and Technical Advisory Committee - These roles are ultimately responsible for the success of DFQT+ and the go-to-market phase. They will maintain close involvement in decision making and will be expected to influence scope, timelines, quality standards, and risk management.

iii.   Subject-matter experts - GAIN's work relies heavily on the input of industry experts in various fields. The service provider should ensure their complete understanding of the input from users and experts via the Product Owner's business requirements, so that the platform reflects the realities of industry workflows, government processes, and regulatory requirements.

iv.   Refer to the Responsibility Matrix below for a full list of organization responsibilities and expectations.

b.   Change Management and Release Coordination - The service provider will use well documented and coordinated change and release management practices. The provider should describe their approach to be used in the engagement that adequately informs all direct stakeholders.

c.   Training and Documentation - There is an existing library of training materials and technical documentation. The service provider will be responsible for owning and maintaining these documents and keeping them up-to-date with minimal lag between work completion and documentation creation/revisions. No additional budget will be available for documentation upkeep at the end of the agreement timeline, therefore the provider acknowledges full responsibility for this task under the final accepted budget.

5.   Continuous Feature Development

a.   The service provider will provide a Level of Effort estimate for completing the listed feature enhancements in the Deliverables section. Any other new development not listed will be scoped and negotiated separately, as needed. The service provider should describe their internal software development methodology, including: rituals, routines, and release cadence.

b.   Design Reviews - The service provider will utilize design reviews to solicit feedback from key decision makers before commencing new code development or finalizing architecture decisions.

c.   Quality Assurance - The service provider will be expected to maintain a testing strategy and quality benchmarks, with adequate test coverage, code reviews, and bug resolution. The provider shall work with the PO and country hosts to coordinate User Acceptance Testing and internally and with a representative sample of production users where appropriate.

6.   Position for Scale/Handover

a.   Scaling Plan - If the objectives of this project phase are accomplished, the platform will continue to scale. The service provider will be expected to produce an end-of-engagement outlook report describing the recommended scaling and adaptation plan. Scaling includes both scaling of underlying infrastructure to support increased usage load, as well as scaling through configuration settings to cover more industry use cases without additional development. As part of this plan, the service provider may wish to express how their alignment to the mission of the DFQT+ platform makes the provider a good fit to extend the agreement.

b.   Handover Preparation (Contingent) - While the service provider may have an opportunity to extend their engagement beyond the scope of these terms, the provider should assume that

a handover is possible. In the event that a handover is necessary, the service provider will initiate handover processes to the new firm, or designated representative(s), including virtual meetings, training and user guides, changes in system access rights, etc. The service provider should provide a plan with tasks, timelines, and roles, accompanied by the fixed price quote for these services. This portion of the agreement will be contingent on the need to execute these services.

TECHNICAL REQUIREMENTS

Full technical documentation (detailed component design, schemas, CI/CD pipelines) will be made available to the selected vendor during onboarding. For RFP purposes, vendors should base their proposal on the high-level architecture and technology stack described in Appendix A.

1. Existing Architecture and Stack:
   The DFQT+ system is a centrally managed, locally deployed system (single code base, multi-instance). It uses event-based workflows and runs in containerized infrastructure. Components include several single-page web applications, middleware, storage, identity, and access management, etc. (see Appendix A).
   The code base and technical stack includes (see Appendix A for more):
   Front end
   - Javascript
   - Python
   Middleware/Backend
   - Express js
   - JSON
   - MongoDB
   - YAML
   - Kubernetes
   - Microsoft Azure
2. Expected Load:
   While the system is designed to run independently in multiple, independent local country instances, in other words, scaling through new instances, any given instance has a limited possible system load. The Demo environment has a minimal expected load as it will be used for limited new user acquisition, production UAT, etc.
3. Operating Model:
   DFQT+ is delivered as a deployable product, with Production instances hosted and operated by local service providers, on locally-hosted infrastructure, in country-level hubs. This way local data protection regulations and data sovereignty is respected and trust is maintained. In practice:
   - Each country instance is configured and hosted by a local service provider.
   - Local providers are responsible for maintaining infrastructure and ensuring an SLA for the local instance only.
   - Local providers provide first-line technical support and can modify configuration to meet customer needs.
   - The Central IT service provider operates the dev/test and demo environments, and the code base from which all local instances are based.
   - All code changes are made available to every instance, to be implemented according to the local provider's timeline. The expectation is that local instances do not operate as diverging branches.
4. You (the service provider) Maintain:

     a. Central code base
     b. Dev/Test and Demo environments
     c. Data model
     d. Security and Compliance
     e. Backups and Recovery
     f. Documentation on code, architecture, and data model
     g. New feature documentation and user guides, including Figma files

5. Team Structure

Due to the stable nature of the existing platform, and the focus of the service provider on the dev/test and Demo environments, with Level 2 support for bug fixes to the local production instances, GAIN's expectation is that the team size and utilization levels required for stable operations and maintenance will be lean. The service provider should take care to factor this into their cost proposal. Team structure may include roles such as, but not limited to:

- Operations Lead
- Backend Engineer
- Frontend Engineer
- QA Engineer
- DevOps/SRE

Team structure for new feature development can be described separately from the operations team according to the feature list. The service provider should note that user research and business requirements scoping are the primary responsibility of the GAIN Product Owner and Chief Technical Officer, and therefore this role should not be included in the cost estimates.

6. New Feature Development

The following is a list of new feature development requirements that will be delivered as part of this scope. Each feature is primarily additive to existing components, and is not expected to involve meaningful re-architecting. In addition to these items, the service provider can expect that future new feature development or enhancements will be pursued, to be scoped and costed individually after the commencement of the agreement.

Feature / Enhancement	Current State	Description of Requirements	Priority
Admin Console extension	The existing Admin console is a web frontend for user and participant org provisioning with limited profile attributes and role assignment for access control. All system values are pre-defined in the database. Any modifications to the DB tables for customization of foods, fortificants, and other quality values	The enhanced admin console will extend the existing console to allow detailed configuration of country instances by the local administrators: which includes selecting food vehicles, fortificants, and analysis quality attributes via the web interface. This allows for admins to customize a country instance's values to only those necessary and relevant. Participants in the system will then be set up by selecting only the required items relevant to that participant via checkbox or dropdown list. These configuration combinations will modify a new	High

	are currently done by direct SQL operations.	table relationship associating participants with assigned foods and fortificants.	
Tool Tips and Tutorial Videos	Some tool tips exist already on each page. There is a clickable walkthrough as well.	Tool tips should be enhanced and clarified. The existing walkthrough should be clarified and expanded. An animated feature guide should be added to support user orientation.	Medium

The following matrix describes the separation of duties between the providers and roles:

Activity/Responsibility	GAIN	Central IT Service Provider	Local IT Servie Provider
Business Requirements	Create/scope/prioritize	Advise	Advise
Continuous Learning & User Feedback	Owns	Supports	Supports
System Monitoring, Maintenance, Availability - Dev/Test & Demo		Owns	
System Monitoring, Maintenance, Availability - Prod Country Instances			Owns
Incident Response, Technical Support to Production Users	Is informed	Supports	Owns
Technical Support to Local Providers, Code Bug Fixes, Business Logic, Architecture Troubleshooting	Is informed	Owns	Submits tickets
Compliance & Security Design	Supports	Owns	Supports
Feature Development & QA	Reviews & Approves	Designs & Builds	Test & Feedback
Documentation and User Guides	Reviews & Approves	Maintains and Creates	Is informed

Change Management & Release Coordination	Is informed	Owns	Supports
Training		To Local Providers and GAIN - Owns	To Local Users and Participants - Owns
Future Scaling Plan	Supports	Owns	Supports

DELIVERABLES

The service provider will be required to deliver two primary components over the term of the engagement. 1) The hosting, maintenance, and support of the DFQT+ system for an 18-month period. 2) The development of a fixed scope of new features necessary to achieve the business objectives of the platform during the period.

1. Platform Operations
    a. Hosting, Operations, and Support for the Dev/Test and Demo environments
    b. Technical Support for the Production country instances in Nigeria and Bangladesh in the form of code fixes and architecture troubleshooting
    c. Well maintained and current documentation
2. Platform Advancement
    a. Development of Features/Enhancements (one-time work, individually scoped and priced)
    b. Scaling Plan for post engagement with future outlook
    c. Handover (if necessary)

Requirements

ELIGIBILITY & MINIMUM QUALIFICATIONS

To be considered, applicants must meet ALL the following requirements:

- Company has maintained at least 1 production distributed SaaS/web platform for 2+ years
- Company has experience with JavaScript and Node.js/Express.js backend development
- Company has experience with MongoDB or similar NoSQL databases
- Company has experience with containerized applications (Docker/Kubernetes)
- Company can provide at least 2 client references from similar platform work
- Proposed team includes at least 1 senior engineer with 5+ years of experience
- Vendor can begin work within 30 days of contract signing
- Vendor can provide at least 3 hours/day of time zone overlap with West Africa Time (WAT, UTC+1)

Proposals that do not meet these minimum qualifications will not be evaluated.

PREFERRED (but not required):
- Experience with Azure cloud platform
- Experience in food tech, supply chain, or traceability systems

1.1. DELIVERABLES

The timeline for completion of all aspects of the Scope of Work and submission of deliverables is outlined in the following table:

DELIVERABLE	DEADLINE
Inception meeting with GAIN	February 17, 2026
Periodic Status Meetings	Ongoing
Development Design Reviews	Ongoing
Handover Plan Execution (if necessary)	July 30, 2027
Current and Updated Documentation and User Guides	Ongoing, with final updates August 2027
Final report (Scaling Plan and Outlook)	August 30, 2027

II. INSTRUCTIONS FOR RESPONDING

This section addresses the process for responding to this solicitation. Applicants are encouraged to review this prior to completing their responses.

Background information:

For those who are not familiar with the public health intervention, Large Scale Food Fortification (LSFF), we have provided links with helpful information:

- "Micronutrient deficiencies among preschool-aged children and women of reproductive age worldwide: a pooled analysis of individual-level data from population-representative surveys": https://www.thelancet.com/journals/langlo/article/PIIS2214-109X(22)00367-9/fulltext
- "Large-scale food fortification has great potential to improve child health and nutrition": https://pubmed.ncbi.nlm.nih.gov/33631771/
- "Mighty Nutrients Coalition Policy Brief - Preventing Micronutrient Deficiencies Worldwide": https://www.gainhealth.org/resources/reports-and-publications/mighty-nutrients-coalition-policy-brief-preventing-micronutrient
- "Vitamin A Fortification Quality Is High for Packaged and Branded Edible Oil but Low for Oil Sold in Unbranded, Loose Form: Findings from a Market Assessment in Bangladesh": https://pubmed.ncbi.nlm.nih.gov/33670884/
- "Coverage of Large-Scale Food Fortification of Edible Oil, Wheat Flour, and Maize Flour Varies Greatly by Vehicle and Country but Is Consistently Lower among the Most Vulnerable: Results from Coverage Surveys in 8 Countries": https://pubmed.ncbi.nlm.nih.gov/28404836/
- "Regulatory Monitoring of Fortified Foods: Identifying Barriers and Good Practices": https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4570017/

1. CONTACT

Please direct all inquiries and other communications to Marie Krottenthaler, mkrottenthaler@gainhealth.org. Reponses will not be confidential except in cases where proprietary information is involved.

2. BUDGET

Applicants are required to provide GAIN with a budget according to the format outlined in the Proposal Format section. The final budget amount will have to be approved by GAIN prior to starting the project.

3. FORMAT FOR PROPOSAL

1. Executive Summary (1 pg)
2. Platform Operations and Support Plan for 18 months (2 pgs)
   a. Describe how you will maintain and support the existing platform
   b. Describe your change management and communication methodology
3. Team Structure (1 pg)
   a. Describe the roles, allocations, and headcount for the expected contributors.
   b. GAIN prefers service providers with a direct employer relationship with team members, as opposed to sub-contracted contributors. If bidders are proposing working with sub-contractors to deliver this work, they should clearly explain the roles and responsibilities of employees/consultants and sub-contractors, as well as how they will manage sub-contractors' contributors and engagement with the GAIN team.
4. Service Level Agreement Details (1 pg)
   a. Describe your commitments to Availability and Hosting in the form of an Environment SLA for the dev/test and Demo environments
   b. Describe the proposed Support SLA with severity levels, response, and resolution times for each environment.
      i. Central platform - dev/test
      ii. Central platform - Demo environment
   c. Describe the Support SLA for maintaining responsive technical support to the local country hosts in matters of patches, bug fixes, infrastructure enhancements, and compliance updates.
5. Development of Features/Enhancements (one-time work), Proposed Timeline (3 pgs max)
   a. Describe your internal software development methodology, including: rituals, routines, and release cadence.
   b. Describe your approach to completing the new feature development according to your understanding of the requirements. List your assumptions for each. Include how you anticipate working with the GAIN Product Owner and Technical Advisor.
6. Handover Plan (Contingent) (2 pgs max)
   a. Describe the timing, tasks, roles, and level of effort related to handover of platform operations should you be required at the end of this contract term.
7. Roles and Billing Rates for future potential one-time development
   a. List the expected roles and billing rates for the positions required to develop new features that may be described in the future, outside the scope of this document
8. Budget
   a. Submit a line-item budget for:
      i. Operational costs - roles, time allocation, and billing rates for maintaining and supporting the platform
         1. This should not include cloud hosting and infrastructure costs

      ii.   Development costs - roles, time allocation, and rates for developing the listed new features

      iii.   Handover Plan costs - roles and rates, accompanied by the fixed price quote

  b.   Budgets should be submitted using the provided template, found here: Budget Template for Central IT Developer

9. Appendix - Capabilities Statement
10. Appendix - Notable Related Projects with Reference Contact Information (3 max, 1 pg each)
11. Appendix - CVs of expected project lead and lead engineers (3 max)

4. SUBMISSION

Completed proposals must be submitted in electronic copy to: rfp@gainhealth.org**.**

5. DEADLINE

Completed proposals must be submitted by 11:00 PM CEST ON 26 JANUARY 2026. REFER TO THE FOLLOWING FOR A COMPLETE TIMELINE OF SELECTION STEPS:

ACTIVITY	DEADLINE
Deadline to submit questions	January 19, 2026
Proposal submission	January 26, 2026
Shortlisted Candidates Interviewed	January 26 - 30, 2026
Proposal Revision Period	January 30 - February 4, 2026
Chosen Candidate Notified	February 6, 2026
Contracting process finalized	February 16, 2026

6. UNACCEPTABLE

The following proposals will automatically not be considered or accepted:
- Proposals that are received after the RFP deadline at the specified receiving office.
- Proposals received by fax.
- Incomplete proposals.

7. REVISIONS

Proposals may be revised by electronic mail, as long as the revision is received prior to the submission deadline.

8. ACCEPTANCE

GAIN will not necessarily accept the lowest cost or any of the Proposals submitted. Accordingly, eligibility requirements, evaluation criteria and mandatory requirements shall govern.

9. COMPLETION

- o Proposals must be submitted on official letterhead of the lead organisation or firm and must be signed by a principal or authorising signatory of the lead firm or organisation.
- o In case of errors in calculating overall costs, the unit costs will govern.
- o It is the applicant's responsibility to understand the requirements and instructions specified by GAIN. In the event that clarification is necessary, applicants are advised to contact Marie Krottenthaler, mkrottenthaler@gainhealth.org, prior to making their submission.
- o While GAIN has used considerable efforts to ensure an accurate representation in this Request for Proposal (RFP), the information contained in this RFP is supplied solely as a guideline. The information is not warranted to be accurate by GAIN. Nothing in this RFP is intended to relieve applicants from forming their own opinions and conclusions with respect to the matters addressed in this RFP.
- o By responding to this RFP, the applicant confirms its understanding that failing to comply with any of the RFP conditions may result in the disqualification of their submission.

10. RIGHTS OF REJECTION

GAIN reserves the right to reject any or all submissions or to cancel or withdraw this RFP for any reason and at its sole discretion without incurring any cost or liability for costs or damages incurred by any applicant, including, without limitation, any expenses incurred in the preparation of the submission. The applicant acknowledges and agrees that GAIN will not indemnify the applicant for any costs, expenses, payments or damages directly or indirectly linked to the preparation of the submission.

11. REFERENCES

GAIN reserves the right, before awarding the Proposal, to require the applicant to submit such evidence of qualifications as it may deem necessary, and will consider evidence concerning the financial, technical and other qualifications and abilities of the applicant.

12. RELEASE OF INFORMATION

After awarding the Proposal and upon written request to GAIN, only the following information will be released:
- ● Name of the successful applicant.
- ● The applicant's own individual ranking.

III. TERMS AND CONDITIONS OF THIS SOLICITATION

1. NOTICE OF NON-BINDING SOLICITATION

GAIN reserves the right to reject any and all bids received in response to this solicitation and is in no way bound to accept any proposal. GAIN additionally reserves the right to negotiate the substance of the successful applicants' proposals, as well as the option of accepting partial components of a proposal if deemed appropriate.

2. CONFIDENTIALITY

All information provided as part of this solicitation is considered confidential. In the event that any information is inappropriately released, GAIN will seek appropriate remedies as allowed. Proposals, discussions, and all information received in response to this solicitation will be held as strictly confidential.

3. RIGHT TO FINAL NEGOTIATIONS ON THE PROPOSAL

GAIN reserves the right to negotiate on the final costs, and the final scope of work of the proposal. GAIN reserves the right to limit or include third parties at GAIN's sole and full discretion in such negotiations.

4. EVALUATION CRITERIA

Applicants are required to submit all the items mentioned in the Proposal Format section above.

The proposals will be reviewed by the committee to produce a short list to identify three finalists. The finalists will be interviewed and potentially requested to submit proposal revisions. The following weighting criteria will be used to identify the finalists.

- Technical Capabilities, Team Makeup, and Qualifications 35%
- Prior Similar Platform Experience 20%
- Cost Competitiveness of Platform Operations and Support 30%
- Cost Competitiveness of Platform Advancement 10%
- Handover Plan 5%

Scoring with a 1-5 scale:

- 5 = Excellent (exceeds expectations significantly)
- 4 = Very Good (exceeds expectations)
- 3 = Good (meets expectations)
- 2 = Fair (partially meets expectations, has gaps)
- 1 = Poor (does not meet expectations)

GAIN reserves the right to contact the individuals and contractor(s) in order to verify the information provided as part of the Proposal.

5. REVIEW PROCESS

The review process will involve a Review Panel with participants selected by GAIN.

6. LIMITATIONS WITH REGARD TO THIRD PARTIES

GAIN does not represent, warrant, or act as agent for any third party as a result of this solicitation. This solicitation does not authorise any third party to bind or commit GAIN in any way without GAIN's express written consent.

7. COMMUNICATION

All communication regarding this solicitation shall be directed to appropriate parties at GAIN. Contacting third parties involved in the RFP, the review panel, or any other party may be considered a conflict of interest and could result in disqualification of the proposal.

8. FINAL ACCEPTANCE

Award of a Proposal does not imply acceptance of its terms and conditions. GAIN reserves the right to negotiate on the final terms and conditions including the costs and the scope of work when negotiating the final contract to be agreed between GAIN and the applicant.

9. VALIDITY PERIOD

The offer of services will remain valid for a period of 60 days after the Proposal closing date. In the event of award, the successful applicant will be expected to enter into a contract subject to GAIN's terms and conditions.

10. INTELLECTUAL PROPERTY

Subject to the terms of the contract to be concluded between GAIN and the applicant, the ownership of the intellectual property related to the scope of work of the contract, including technical information, know-how, processes, copyrights, models, drawings, source code and specifications developed by the applicant in performance of the contract shall vest entirely with GAIN.

11. SCOPE OF CHANGE

Once the contract is signed, no increase in the liability of GAIN or in the fees to be paid by GAIN for the services resulting from any change, modification or interpretation of the documents will be authorised or paid to the applicant unless such change, modification or interpretation has received the express prior written approval of GAIN.

IV.   **OFFER OF SERVICES**

1. Offer submitted by:

2. _____

3.

4. _____

5.

6. _____

7.

8.   (Print or type business, corporate name and address)

9. I (We) the undersigned hereby offer to GAIN, to furnish all necessary expertise, supervision, materials, and other things necessary to complete to the entire satisfaction of the Executive Director or authorised representative, the work as described in the Request for Proposal according to the terms and conditions of GAIN for the following prices:

    a. Click or tap here to enter text.
    b. Click or tap here to enter text.
    c. Click or tap here to enter text.
    d. Click or tap here to enter text.

10. I (We) agree that the Offer of Services will remain valid for a period of sixty days (60) calendar days after the date of its receipt by GAIN.

11. I (We) herewith submit the following:

(a) A Proposal to undertake the work, in accordance with GAIN's requirements specified.
(b) A duly completed offer of services, subject to the terms herein.

OFFERS WHICH DO NOT CONTAIN THE ABOVE-MENTIONED DOCUMENTATION OR DEVIATE FROM THE PRESCRIBED COSTING FORMAT MAY BE CONSIDERED INCOMPLETE AND NON-RESPONSIVE.

Date this day of Click or tap here to enter text. in Click or tap here to enter text.

_____ Click or tap here to enter text.

Signature (applicant)

_____ Click or tap here to enter text.

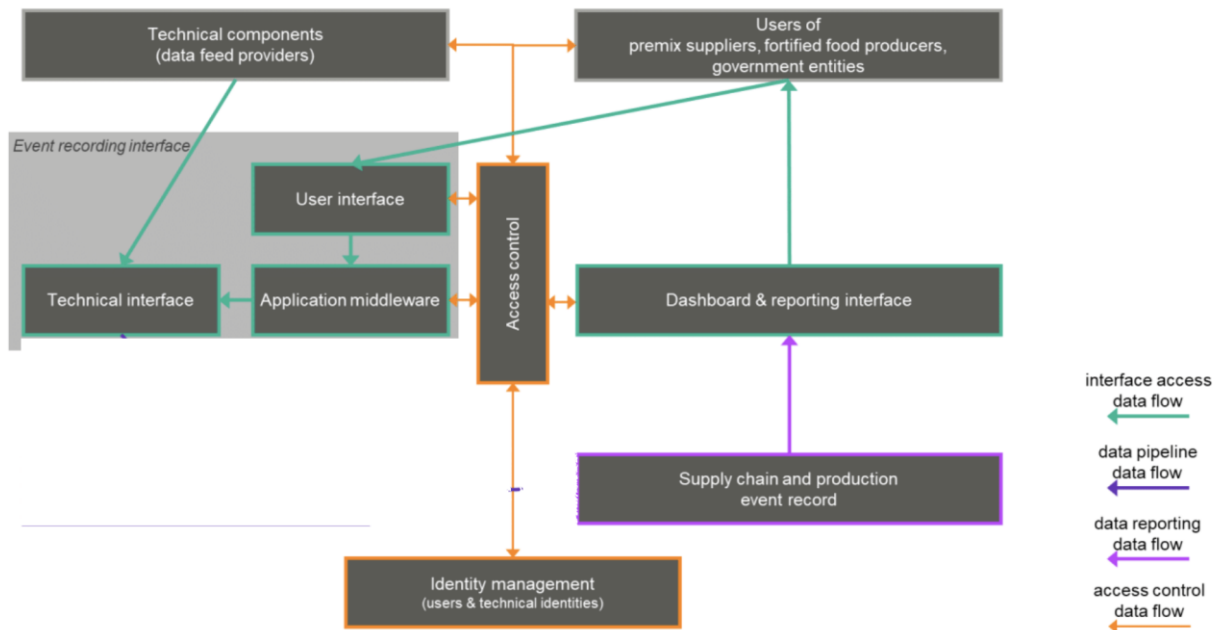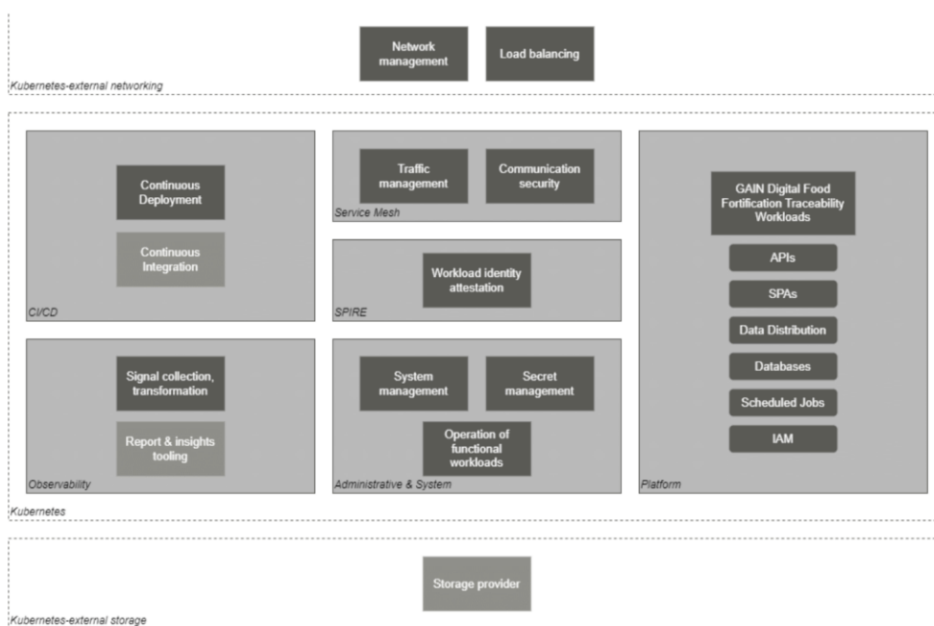Signature (applicant)

APPENDIX A

NOTE
Vendors should not propose alternative architectures/technology stacks; evaluation will focus on ability to work within and maintain the existing architecture.

Data Flow

Logical Architecture

Frontend Stack

Category	Tools / Libraries
Frontend Framework	React (with TypeScript)
UI Library	MUI (Material UI)
Routing	React Router
Global State Management	Redux Toolkit
Maps	React Leaflef
Charts	Chart.js
Guided Tour	Joyride
Build Tool	Webpack
API Client	Axios
Authentication	Keycloak JWT (HttpOnly cookies)
Deployment	Nginx