

## REQUEST FOR PROPOSAL

### IT maintenance & enhancement of online educational tools for Geneva Call (Ukraine), July 2026 – March 2027

#### 1. RFP Objective

Geneva Call is looking for an IT agency that will be responsible for the maintenance and adaptation of the existing digital learning tools, namely the online e-learning platform, web application and website.

Through this RFP, Geneva Call aims to identify one agency to fulfill the following services throughout the stated period:

1. programming and other services related to the development, modification, testing and technical support/maintenance, as well as documentation of software (including using commercial and freely distributed modules), which includes the development of the format and content and/or writing of system commands used to develop and execute system software (including updates), web and mobile applications (including updates), databases, websites;
2. services related to websites, including daily maintenance and bug fixing and activities related to search engines, website management using search engines to create and maintain large databases of Internet addresses;
3. software quality control and support services, including consulting on this issue;
4. IT consulting, including software planning and development, business analysis, identifying end-user needs and problems with software; consulting on software product development and providing assistance on technical issues of computer systems, consulting on software maintenance and IT systems management, project management;
5. database maintenance, content enrichment services for web and mobile applications and websites;
6. collecting statistical data on product traffic, course attendance, etc.
7. adaptation of web application to iOS/Android with respective maintenance on Google Play market and App Store.
7. submitting project reports monthly.

#### 2. RFP Calendar

The timeline for the RFP process is below. While we do not anticipate any changes to this timeline, Geneva Call reserves the right to adjust the timeline as needed.

Action	Date
RFP Issue Date:	1 June 2026
Deadline for written answers	15 June 2026
Deadline for Receipt of Proposals:	22 June 2026
Start date of operational services	10 July 2026

### 3. Proposal Submission Address

Please divide the offer into two separate proposals, being the financial proposal and the technical proposal to the address below no later than 22<sup>nd</sup> June 2026, 23:59 h.

#### Geneva Call

47 chemin de la Chevillarde, CH-1224 Chêne-Bougeries Geneva – Switzerland

And/or to the following email address:

The financial proposal can be sent to: [rpfinance@genevacall.org](mailto:rpfinance@genevacall.org).

The technical proposal can be sent to: [rfp@genevacall.org](mailto:rfp@genevacall.org).

In case of technical questions, please send your queries via email to: [rfp@genevacall.org](mailto:rfp@genevacall.org).

### 4. Bid Validity

Proposals are expected to be binding for a period of ninety (90) days from the published response date. Please see RFP attached for more details.

### 5. RFP Terms & Conditions

- a. The Request for Proposals is not and shall not be considered an offer by Geneva Call.
- b. All responses must be received on or before the date and time indicated on the RFP.
- c. All proposals will be considered binding offers. Prices proposed must be valid for entire period provided by respondent.
- d. All awards will be subject to Geneva Call's contractual terms and conditions and contingent on the availability of donor funding.
- e. Geneva Call reserves the right to accept or reject any proposal or cancel the solicitation process at any time and shall have no liability to the proposing organisations submitting proposals for such rejection or cancellation of the request for proposals.
- f. Geneva Call reserves the right to accept all or part of the proposal when award is provided.

g. All information provided by Geneva Call in this RFP is offered in good faith. Individual items are subject to change at any time, and all bidders will be provided with notification of any changes. Geneva Call is not responsible or liable for any use of the information submitted by bidders or for any claims asserted therefrom.

h. Geneva Call reserves the right to require any bidder to enter into a non-disclosure agreement.

i. The bidders are solely obligated to pay for any costs, of any kind whatsoever, which may be incurred by bidder or any third parties, in connection with the Response. All responses and supporting documentation shall become the property of Geneva Call, subject to claims of confidentiality in respect of the response and supporting documentation, which have been clearly marked confidential by the bidder.

## 6. Attachments

- Annex I Request for Proposal minimum requirements

## ANNEX I

### REQUEST FOR PROPOSAL

#### IT maintenance & enhancement of online educational tools for Geneva Call (Ukraine), July 2026 – March 2027

## 1. Scope and requirements

Geneva Call is looking for an IT agency that will be responsible for the maintenance and adaptation of the existing digital learning tools, namely the online e-learning platform, web application and web site.

Services will include:

- Maintenance of web tools efficiency and functionality
- UI/UX design
- Software development
- Software testing
- Project management services
- IT consulting
- Collection of statistical data on the effectiveness of learning products
- Monthly project reporting

## 2. Scope of Work:

By this RFP Geneva Call aims to identify one creative communication agency to support with maintenance and further development of the tools dedicated to international humanitarian law learning for military personnel primarily:

- **Laws of War Bootcamp** – <https://www.lawsowarbootcamp.org>

CMS: WordPress

Page builder: WPBakery Page Builder.

Custom CSS for header and some other elements: <https://www.lawsowarbootcamp.org/wp-admin/admin.php?page=wpex-panel-custom-css>

Multilanguage functionality: WPML plugin used.

2 languages supported: Ukrainian and English.

TiktokAnalytics installed via CustomJS in WPBakery page builder.

- **LOAC Learning Platform** – <https://www.armedconflict.law>

Tech stack: FE:JavaScript, React.js, Next.js (on landing), Redux.js, RTK Query, Styled

ComponentsBE:TypeScript, Nest.js, Sequelize, PostgreSQL

Web platforms written with React.js. Redux & RTK Query is used for state management and API connection.

Backend is written with TypeScript and Nest.js. Sequelize is ORM for abstraction layer to connect with PostgreSQL data base. All instances are hosted on AWS services.

2 languages supported: Ukrainian and English

E-learning platform -PWA platform on React.js, using Service Workers for offline content

- **LOAC web application** – <app.armedconflict.law>

app-SPA platform on React.js

2 languages supported: Ukrainian and English

## 3. Proposal Guidelines:

Interested organizations and individuals are invited to submit proposals that align with the objectives above. Organizations must have prior experience in developing digital tools or products for educational purposes, preferably in the context of humanitarian or conflict-related issues. The proposal should also be split into a financial proposal, and a technical proposal as well as links of previous similar work and projects. The proposal should include a list of references.

The technical proposal must contain the following:

- **Profile:** Provide an overview of your company, its experience, and track record in delivering similar database development projects
- **Concept and Design:** Provide a detailed overview of the proposed concept, including key features and suggested communication mechanics.
- **Cost Proposal:** Provide a clear cost proposal that includes all relevant expenses for the complete project, including the cot breakdown for:
  - UI/UX Design: \$ /hour
  - React Native / React development: \$ /hour
  - CMS: WordPress development: \$ /hour
  - Backend development: \$ /hour
  - QA (testing) \$ /hour
  - Project Management \$ /hour

- Project Timeline: Present a detailed project plan with key milestones, deliverables, and estimated timelines.
- Relevant experience and qualifications of the proposing organization or team: Provide information about the development team, including relevant experience, qualifications, and expertise.

#### **4. Eligibility Criteria:**

- 4.1 Technical expertise and experience: Organizations must demonstrate a track record of experience and expertise in one or more of the following areas: creative communication campaigns development, multimedia production, military-adjacent projects development.
- 4.2 Applicants should demonstrate an understanding of the specific context and challenges related to International Humanitarian Law (IHL) dissemination and training. Experience in humanitarian education, IHL dissemination and capacity-building, advocacy, or related fields is required.
- 4.3 Overall proposal suitability: Each proposal will be evaluated based on how clearly it addresses the scope and needs described herein. Clear understanding of project scope and the ability to meet deliverables and timeline must be demonstrated.
- 4.4 Team composition: The qualifications and experience of the proposed project team must be clearly articulated. Bidders will be evaluated on documented staff technical expertise and experience.
- 4.5 Understanding of the humanitarian sector, ability to work in an agile development environment, handling sensitive topics and audiences.

#### **5. Evaluation and Selection Process:**

The proposals will be evaluated on the above-mentioned criteria. The review process will involve a Review Panel with participants selected by Geneva Call.

#### **6. Confidentiality:**

By “immaterial rights” is meant the rights to all immaterial property, including, but not limited to, software, discoveries, inventions, methods, processes, product/design plans and more generally any other form of immaterial rights to which the Consultant contributes in producing in connection with this Assignment. The Consultant is obliged to inform Geneva Call immediately about any immaterial property or right to such property. Under this Agreement, the Consultant hereby transfers all immaterial rights to Geneva Call, and Geneva Call hereby accepts all rights to the immaterial property, including the right to sue for losses and other remedies concerning other violation or misuse of any or the immaterial rights, as well as the right to retain compensatory damages. This also applies to all written and visual material prepared by the Consultant during the Assignment period. Such material is to be handed over to Geneva Call immediate after the termination of the Assignment Contract. Geneva Call holds in other words the right to use all material produced in connection with this Assignment, and this is free of charge. Nor does the Consultant hold any right to any special compensation for the transfer of the material rights to Geneva Call. Upon termination of the contract, all material which the Consultant is in possession of, and which belongs to Geneva Call, shall be returned to Geneva Call, unless otherwise is agreed in writing.

#### **7. Specifics**

#### **8. Third Party Performance Reviews and Audit**

8.1 **Performance Review.** In addition to internal measures of performance, Geneva Call retains the right to require independent evaluation of Contractor performance. Geneva Call may, contract with independent third parties to audit the contract service levels. The Contractor will cooperate fully

with any third-party audit and agrees that all information shared with Geneva Call may be shared with such third-party contractor.

8.2 **Financial Audit.** Geneva Call requires the Contractor to retain all financial documents related to the costs and revenues of its account for the standard financial data retention period in the country of incorporation.

## 9 The Contract

9.1 **Term of Agreement.** A standard Services Agreement will be drawn up between Geneva Call and the selected supplier. Agreement resulting of this solicitation shall be for an initial period of 8 months, with the option to extend, at the sole discretion of Geneva Call, for an additional period under the same conditions.

10.2 **Termination** Geneva Call may terminate the Agreement resulting from this solicitation, or any services under such Agreement, without prejudice to any other rights or remedies, by giving ninety (90) days written notice to the Contractor.

## 11 Disclaimer.

Geneva Call looks forward to receiving proposals that offer creative solutions to enhance the dissemination of IHL and contribute to the promotion of humanitarian principles in Ukraine and worldwide.