System implementation and configuration, technical support and maintenance of Early Warning System (EWS)

People in Need

We are a non-governmental, non-profit organization founded on the ideals of humanism, freedom, equality and solidarity. We consider human dignity and freedom to be fundamental values. We believe that people anywhere in the world should have the right to make decisions about their lives and to share the rights expressed in the Universal Declaration of Human Rights.

People in Need organization was established in 1992 by a group of Czech war correspondents who were no longer satisfied with merely relaying information about ongoing conflicts and began sending out aid. It gradually became established as a professional humanitarian organization striving to provide aid in troubled regions and support adherence to human rights around the world.

Throughout the 30 years of its existence, People in Need has become one of the biggest non-profit organizations in Central Europe. In addition to humanitarian aid and human rights, it now also targets education and helps people living in social exclusion.

We are part of Alliance2015, a strategic network of seven European non-governmental organizations engaged in humanitarian aid and development projects. This collaboration increases effectiveness, both in working in the target countries and in campaigns aimed at influencing the attitudes of politicians and the general public in Europe.

Objective

The objective of this procurement is to identify a qualified service provider capable of delivering an Early Warning System that enables the organization to create, manage, and disseminate emergency alerts to affected populations using multiple communication channels.

The system must be suitable for deployment and operation in different countries, with flexibility to adapt to local administrative structures, telecom environments, and regulatory requirements

Scope of Services

The selected provider will be responsible for:

- Provision of the Early Warning System platform
- Configuration and deployment across one or more countries
- Integration with relevant communication channels
- User training and technical support
- Ongoing system maintenance and support

We're looking for a solution that includes:

- A **dashboard** or platform for managing alerts
- **IVR calling** (with the ability to send out at least 400 calls per minute)
- **SMS messaging** (at least 10,000 SMS per event/situation)
- **Cell Broadcast** support or compatibility (if possible)
- Ability to target messages by district as the smallest administrative unit

Expected Deliverables

Functional Requirements

The proposed solution must include, at a minimum, the following capabilities:

Alert Management Platform
- A centralized dashboard or platform for creating, managing, approving, and sending alerts
- Role-based user access and permissions
- Ability to manage alerts across multiple countries from a single interface
- Support for multilingual messaging

IVR / Voice Calling
- Ability to deliver automated IVR voice calls
- Minimum capacity of 400 outbound calls per minute
- Support for pre-recorded and/or text-to-speech messages
- Ability to target calls geographically by administrative area

SMS Messaging
- Ability to send SMS alerts at scale
- Minimum capacity of 10,000 SMS per event or situation
- Delivery reports and basic analytics
- Ability to target messages geographically

Cell Broadcast
- Support for Cell Broadcast messaging, either:
- natively within the system, or
- through integration with telecom operators or third-party providers

- Compatibility with country-specific Cell Broadcast standards and regulations

Geographic Targeting
- Ability to target alerts by geographic area, with the district as the smallest required administrative unit
- Flexibility to adapt to different administrative structures across countries
- Support for mapping or geolocation-based targeting (preferred)

Multi-Country and Scalability Requirements
- The system must be deployable and operable in multiple countries
- Ability to handle national-scale alerting in more than one country simultaneously
- Flexibility to integrate with different mobile network operators
- Scalable architecture to accommodate increased message volumes during emergencies
- Support for country-specific configurations (languages, districts, telecoms)

Technical and Operational Requirements
- High availability and reliability suitable for emergency situations
- Redundancy and failover mechanisms
- Secure access and data protection measures
- Compliance with applicable data protection and privacy regulations
- Ability to operate during peak loads and crisis scenarios

Implementation, Training, and Support
- Proposed implementation plan and timeline
- System configuration and initial deployment
- User training for administrators and operators
- Provision of technical support and maintenance
- Defined support response times, particularly during emergencies

Deliverables
- Fully configured Early Warning System
- System documentation and user manuals
- Ongoing support and maintenance

Expected Outcomes
- Improved ability to rapidly disseminate emergency alerts
- Reliable, scalable communication with affected populations
- A flexible system adaptable to multiple country contexts and emergency scenarios

Duration

Framework contract to be signed for 24 months with possibility to extension.

Technical Proposal - Qualification requirements

Qualification criteria

Criteria which bidders must meet in order to progress to the next round of evaluation. If a bidder does not meet any of the Qualification Criteria, they will be excluded from the tender process immediately. These criteria are scored as 'Pass' / 'Fail'.

Each bidder must meet and properly prove the following **qualification criteria** with relevant documentation:

- Signed and stamped **Eligibility sworn statement**;
- **Business licence/registration**;
- Filled and signed **Quotation form**
- The bidder must demonstrate sufficient **financial capacity** to perform the contract. For this purpose, the bidder shall submit **one (1)** of the following documents: a signed financial self-declaration, annual financial statements for the last financial year, or a declaration of relevant annual turnover related to software / IT services.
- The bidder must demonstrate relevant technical and professional capacity by providing **at least two (2) references** for comparable software projects (e.g. Early Warning Systems or similar) **implemented within the last five (5) years**.
  For each reference, the bidder must submit **at least one** of the following supporting documents: a client reference letter, or a signed contract or purchase order, or an acceptance certificate or completion confirmation. Each reference must clearly indicate the **scope of services, implementation period, and client name and contact details**.
- **Technical proposal** specified in Annex 1: Terms of Reference (ToR)

Evaluation criteria

Only bids meeting all qualification criteria will proceed to the technical evaluation stage.
The evaluation will be conducted as follows:
- **Technical Proposal:** 60% of the total evaluation score
- **Financial Proposal (Price):** 40% of the total evaluation score

Bidders shall submit a **Technical Proposal** describing the proposed Early Warning System solution.
- Maximum length: 5 pages
- The proposal shall focus on how the requirements above will be met
- The proposal shall include:
  - o Overview of the proposed solution
  - o High-level system architecture

o Implementation approach and timeline
o Training and support approach

Evaluation of Technical Proposal

Criterion	Description	Weight/ Points
Understanding of Requirements	Demonstrated understanding of objectives, scope, and multi-country context.	**5**
Alert Management Platform	Quality and functionality of the centralized platform for creating, managing, approving, and distributing alerts, including role-based access, multilingual capabilities, and ability to manage alerts across multiple countries.	**5**
Alert Delivery Capabilities (IVR, SMS, Cell Broadcast)	Ability of the system to deliver alerts through IVR voice calls, SMS messaging, and Cell Broadcast, including message capacity, reliability, delivery reporting, and compliance with telecom standards.	**5**
Geographic Targeting & Mapping	Ability to target alerts geographically (minimum district level), flexibility for different administrative structures, and availability of mapping or geolocation-based targeting tools.	**5**
Implementation, Training & Support	Quality and feasibility of the implementation plan, system deployment, user training, technical support, maintenance arrangements, and defined response times during emergencies.	**5**

Maximum Technical Points   25

Scoring System - services/works	
Score	**Benchmark**
5	Excellent response with no weaknesses shown and exceeds the requirement - also provides comprehensive, detailed, and convincing assurances that the services will be delivered to an excellent standard
4	A very response that demonstrates real understanding and fully meets the requirements - offers assurances that the service delivered will be of a high standard
3	A satisfactory response which demonstrates a reasonable understanding of the requirements and gives reasonable assurance of delivery of services to an adequate standard, but does not provide sufficiently convincing assurance to be able to award them a higher mark
2	A response where reservations exist - lacks full credibility/convincing detail, and there is a significant risk that the response will not deliver/be successful
1	A response where serious reservations exist - the may be because, for example, insufficient detail is provided and the response has fundamental flaws, or seriously lacks credibility with a high risk of non-delivery
0	Response completely fails to address the criterion under consideration

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The evaluation result of this criterion equals the following formula: Points B/Points A * criteria weight.
Points A = highest points score from all submitted offers; Points B = actual points score received from committee.

PIN reserves the right to request clarifications and/or demonstrations from the bidders.

Application process

- Deadline for submission of application: **10/04/2026, 16:00 CEST (Central European Summer Time, UTC+2)**
- Contact details: **procurement@peopleinneed.net**

  - Email should be addressed to secure.bid@peopleinneed.net
  - Note for secure.bid@peopleinneed.net address – this is a sealed tender box which will not be opened until the tender has closed. Therefore, do not send tender related questions to this email address as they will not be answered.
  - The subject of the email should be "CZEC002059/'Bidder Name'/'Date".
  - All attached documents should be clearly labelled so it is clear to understand what each file relates to.
  - Emails should not exceed 15 MB – if the file sizes are large, please split the submission into two emails or more.
  - Do not copy other PIN email addresses into the email when you submit it as this will invalidate your bid.