Request for Proposal (RFP)
Replacement of myCISV System
Issued by:
CISV International
167-169 Great Portland Street, 5th Floor,
London, W1W 5PF

1. Introduction

CISV International invites proposals from qualified vendors to design and implement a replacement system for our current myCISV platform. The goal is to enhance functionality, improve user experience, and integrate modern technologies to support CISV International's growing operational and strategic needs.

Background and Context
The current myCISV system is increasingly limited in meeting our growing operational and technical requirements. Issues around **scalability, usability**, integration, and **supportability** have prompted CISV to explore more modern, flexible, and secure solutions.

2. About CISV International

Mission and Vision
- **Mission:** To educate and inspire action for a more just and peaceful world.
- **Vision:** A peaceful world where everyone respects and understands diverse cultures and perspectives.

Key Programmes
CISV operates globally, offering educational programmes tailored to different age groups:
- **Village:** Four-week international camps for 11-year-olds focusing on cultural exchange.
- **Youth Meeting:** Shorter, theme-based programmes for 12-13-year-olds, fostering dialogue and collaboration.
- **Step Up:** Leadership and community-building camps for 14-15-year-olds.
- **Seminar Camp:** Intensive discussions on global issues for 16-17-year-olds over three weeks.

Educational Approach and Impact
Using non-formal education techniques, CISV emphasises experiential learning, critical thinking, and personal reflection. With a presence in 60 countries, CISV has positively impacted thousands of young people worldwide, fostering leadership, communication, and active global citizenship skills.

3. Current myCISV System Overview

The myCISV platform is the central hub for participants, leaders, staff, and volunteers to manage CISV activities. Key features include:

- **User Profiles:** Personal information, participation history, and training records.
- **Programme and Event Management:** Registration, scheduling, and participant tracking.
- **Resource Access:** Handbooks, training materials, and risk management documents.
- **Reporting and Evaluation:** Feedback tools and data insights.
- **Volunteer Management:** Role assignments, training, and communication.
- **Security and Privacy:** Adhering to data protection standards, with role-based access control.

Below is a high-level Infrastructure diagram for more reference
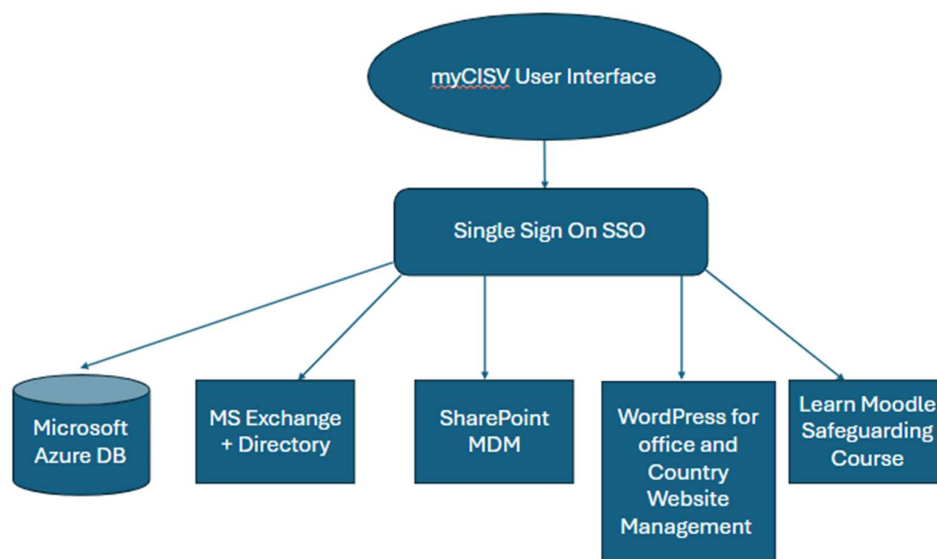
Description:

- **myCISV** is a web-based system that provides users access to their profiles, with **role-based permissions** determining access levels depending on the user's role.
- The system's data is hosted on **Microsoft Azure**, which stores the SQL database (5GB capacity) and supports approximately **80,000 user profiles**.
- **Microsoft Exchange** and **Active Directory** manage user authentication and are integrated with myCISV to maintain a consistent user identity across systems.
- **SharePoint** is used to store documents and data accessed through myCISV.
- **WordPress** is the platform used to manage the CISV International website and those of affiliated countries, also known as **National Associations (NAS)**.
- **Learn Moodle** is CISV's online learning platform, where users complete courses, receive grades, and earn certificates and badges, which are automatically synced to their myCISV profiles via API integration.

4. Project Scope

Objectives

- **Design and implement a Modern Replacement for myCISV**
Develop and deploy a new, fully web-based platform to replace the existing myCISV system. The new solution must be responsive and compatible with all modern electronic devices, including those running on **iOS, Android, Windows, and macOS**, ensuring smooth access for users on both desktop and mobile environments. The system should provide a consistent and intuitive experience across all platforms and browsers.

- **Improve User Experience and Accessibility**
Prioritise a user-centric design approach to create an intuitive, streamlined interface that supports a wide range of user roles, including young participants, parents, staff, and volunteers. The system should comply with recognised **web accessibility standards** (e.g., WCAG 2.1) to ensure inclusive access for users with diverse needs, including those with disabilities or limited technical skills.

- **Enhance Data Security and Privacy Protections**
Implement robust security protocols and infrastructure to ensure the protection of personal and sensitive data in line with **GDPR** and other relevant data protection regulations. The system must support role-based access control, audit logging, multi-factor authentication (MFA) for privileged roles, and secure data storage with backup and recovery mechanisms.

- **Enable Advanced Reporting and Data Analytics**
Incorporate customisable dashboards and analytical tools that allow users to generate real-time insights into programme participation, training status, risk management, and other key metrics. Integration with tools such as **Power BI** or other business intelligence platforms is desirable for deeper analytics capabilities.

- **Ensure Seamless Integration with Existing and Third-Party Systems**
The system must integrate smoothly with CISV's existing ecosystem, including **Microsoft 365 tools (Azure, SharePoint, Exchange)**, **Learn Moodle**, and other third-party services used for finance, risk, communication, and document management. API connectivity is essential to allow future scalability and integration with additional platforms as needed.

- **Leverage a Customisable Off-the-Shelf Solution**
Select and tailor an off-the-shelf software solution that requires only minor customisations to meet CISV's operational needs. The aim is to avoid complex, bespoke development while ensuring flexibility for future updates, easier maintenance, reduced vendor lock-in, and long-term sustainability.

Deliverables

- **Comprehensive Project Plan with Timelines**
A detailed implementation plan outlining each phase of the project, including milestones, dependencies, deliverable deadlines, review checkpoints, testing periods, and deployment timelines.

- **Functional and Technical Specifications**
A complete documentation package that defines the system's required functionality, architecture, infrastructure, integrations, data models, and security protocols. This should include user flow diagrams and system design documentation.

- **Full Data Migration from myCISV**
  A secure and accurate migration of all existing user data, participation records, training histories, and related documents from the legacy myCISV system to the new platform, ensuring no loss or corruption of critical information.
- **User Training and Support Documentation**
  Development and delivery of tailored training materials, including manuals, quick-start guides, and video tutorials for various user roles (e.g., administrators, staff, volunteers). A knowledge base or helpdesk portal should also be provided for ongoing user support.
- **Ongoing Support and Maintenance Plan**
  A clear post-launch support framework detailing response times, service-level agreements (SLAs), system monitoring, bug fixes, performance optimisation, and routine maintenance procedures for the first year, with options for extension.

Out of Scope (Project Exclusions)
- **Redesign or Rebuild of CISV's Public Website (cisv.org)**
  This RFP does not include the design, development, or maintenance of CISV International's public-facing website. The website, hosted on WordPress, is managed separately and will not be impacted by the new system implementation.
- **Custom Implementations for Individual National Associations (NAS)**
  The project will not cover bespoke configurations or custom builds tailored to the specific needs of individual National Associations (NAs). While the system must be flexible and scalable to serve a global user base, it should rely on standardised processes and avoid one-off local customisations.

5. System Requirements

The proposed system must incorporate the following:

User Management
- Enable secure user registration and comprehensive profile management, with support for a wide range of user roles including participants, parents, leaders, staff, and administrators.
- Enforce role-based access control (RBAC), ensuring users can only access features appropriate to their assigned roles.
- Provide linked parent/guardian accounts for users under the age of 18, allowing controlled access to consent forms, medical data, and programme participation details.
- Include country-level ID verification workflows, enabling National Associations (NAs) to validate user identities and confirm affiliation.
- Maintain detailed participation records, including programme attendance, roles held, and associated training histories.
- Ensure full historical tracking of profile updates, participation changes, and key user activity.

Programme Management
- Allow for the creation, configuration, and administration of international and national programmes, including registration windows, role requirements, and capacity limits.
- Automate the distribution of programme invitations using CISV's Hospitality Points Distribution System (HPDS).

- Implement alerts for role/programme mismatches (e.g., age or training non-compliance) in line with CISV policy.
- Provide automated notifications to NAs for incomplete delegations, missing staff or volunteers.

Programme Evaluation Tools
- Integrate with evaluation forms such as the Programme Development and Performance Evaluation Form (PDPEF).
- Support the collection of feedback from participants, staff, and NAs, and generate analytical reports to support continuous improvement.

Risk Management Integration
- Provide tools for programme- and participant-level risk assessment, including RAG (Red-Amber-Green) ratings and safety flags.
- Maintain a centralised and permission-controlled repository of risk documentation and checks.

Safeguarding and Compliance Requirements
- **Controlled Profile Visibility**
  The system must allow an individual's profile to be restricted from general view and accessible only to the International Office (IO) and specific named individuals within a National Association (NA) or Chapter. This is essential in safeguarding sensitive situations where limited visibility is required.
- **Audit Trail of Profile Changes**
  The system should maintain a complete change log for each profile, including previous information such as address, chapter/NA affiliation, and timestamps of updates. This functionality will reduce manual follow-up and reliance on support teams for historical data.
- **Programme Form Compliance Tracking**
  The system should provide a clear, automated flagging mechanism to indicate missing forms (e.g., travel information, health forms, legal documents) for each programme. Relevant users should be able to easily view this to ensure all required documentation is submitted on time.
- **Automated Training Expiry Notifications**
  The system must automatically notify individuals and their respective Chapter Risk Managers ahead of the expiration of mandatory training (e.g., safeguarding, risk management). Notifications should be sent a set number of days in advance to prompt timely recertification.
- **Police Check Tracking**
  The system must allow for recording the date of each individual's police check and display when a renewal is due based on their role and relevant national or international requirements.

Functional Requirements – Additional Modules
- **Case Management for Risk Managers**
  The solution should provide a secure case management area for Chapter and NA Risk Managers to document, track, and manage safeguarding or other risk-related cases in line with CISV's policies. Access must be strictly permission-based, with appropriate confidentiality controls.
- **Event Management – Including RTFS**
  The system should include or integrate with an event management module that supports the planning and administration of Regional Training Forums (RTFS) and other CISV events. This should allow tracking of registrations, trainers, session attendance, materials, and feedback.

Training Management

- Automatically issue training certificates upon completion of required modules.
- Track certificate validity periods and generate proactive alerts before expiry.
- Allow authorised trainers to manually issue and update training records through a secure interface.

Forms Management

- Digitally manage forms related to programme logistics, health and safety, and risk planning.
- Enable real-time updates and integration with the Global Hosting Plan.

Communication and Collaboration Tools

- Provide built-in email marketing and communication tools with list segmentation, scheduling, and engagement analytics.
- Support forums, discussions, and virtual events for members and volunteers.

Volunteer and Client Management

- Offer vacancy posting, recruitment workflows (application, screening, interviews), and role matching tools.
- Manage volunteer records, including demographic data, history, and compliance status.
- Allow volunteers to submit required documentation through a secure portal.
- Support role-specific access to private communications and data.
- Provide compliance tracking for safer recruitment, including training completion, reference checks, and background screening.

Enhanced Profiles for Trust and Safety

- Clearly display safeguarding and compliance information within user profiles.
- Enable tagging of medical needs, allergies, or other vulnerabilities for appropriate staff visibility.
- Include configurable photo consent functionality for minor participants.
- Restrict access to health and behaviour data to designated safeguarding roles.
- Require multi-factor authentication for elevated access roles.

Data Management and Security

- Store data securely with encryption, backup, and recovery measures in place.
- Maintain complete audit trails of access, modifications, and system activity.
- Prevent unauthorised profile or role changes.
- Detect and flag potential conflicts of interest or duplicate records.

Reporting and Analytics

- Provide customisable dashboards and report builders for programme, training, and financial data.
- Track email communications with metrics such as delivery, open, and click rates.

Financial Features

- Automate the creation of invoices, credit notes, and participant billing.
- Track payment status, generate receipts, and manage programme fee reporting.

Integration and Compatibility

- Ensure seamless API integrations with third-party platforms such as eLearning (e.g., Moodle), finance, and safeguarding systems.
- Guarantee compatibility with Microsoft Azure, SharePoint, Exchange, and Power BI.
- Design a modular, future-proof system architecture that supports scalable integration and future enhancements.

Mobile Accessibility

- Ensure full mobile responsiveness across all devices and browsers, including tablets and smartphones.

Compliance

- Adhere to GDPR and applicable data protection laws in all jurisdictions of operation.
- Provide audit functionality to demonstrate safeguarding and data compliance during internal or external reviews.

Additional Enhancements

- Allow tagging of site-specific risks (e.g., accommodation vulnerabilities, travel concerns).
- Maintain a versioned history of key participation and location changes.
- Enable integration with safeguarding platforms.
- Generate automatic alerts for inconsistencies (e.g., mismatched NA affiliations or duplicate user records).

6. Timeline

Milestone	Date
RFP Published	Tuesday, May 27
Deadline to Register Interest	Tuesday, July 1
Deadline for Questions	Tuesday, July 15
CISV Shares Answers	Tuesday, July 22
Proposal Submission Deadline	Tuesday, August 5
Panel Evaluation & Analysis	Wednesday, August 6 – Friday, August 29
Virtual Vendor Q&A Session (Optional)	Monday, September 2
Vendor Interviews (if any)	Monday, September 9 – Tuesday, September 10
Selection and Notification	Monday, September 16 – Monday, September 23

7. Proposal Requirements

Vendor Information

- Company profile, including mission and relevant experience.
- Proof of GDPR compliance and Certification
- ISO certification will be an added advantage
- Examples of similar completed projects.

- Provide 3 client references, ideally from similar organisations or projects. *(Please note we may contact references after informing you)*

Technical Proposal
- Proposed approach and technology stack.
- Detailed project timeline with milestones.
- Data migration strategy.
- Attach a sample user guide or training document, if available

Financial Proposal
- Comprehensive cost breakdown including;
  - Development & Implementation
  - Support & Maintenance
  - Any licensing or subscription cost
- Indication of whether the costs are fixed or based on estimation
- Identify any anticipated future costs for scaling or customisation

Support & Implementation
Post-Implementation Support and Cost Clarity. Vendors must clearly define the scope of post-implementation support, including:
- What is considered a bug (to be fixed free of charge)
- What constitutes maintenance or change requests (and associated costs)
- Expected response and resolution times (SLA)
- Support hours and contact methods

Training and User Resources
User Training and Support Materials
The vendor should provide a suite of training tools tailored to various user types (e.g. IO staff, Chapter users, Risk Managers). These may include:
- User manuals and quick-start guides
- Onboarding videos or webinars
- Live training sessions or train-the-trainer options
- Ongoing user support mechanisms (e.g. helpdesk, chat)

Additional Information
- Risk management plan.
- Quality assurance and testing procedures.
- Post-implementation support services.
- Training for members of staff

8. Evaluation Criteria

Proposals will be evaluated by a committee using a weighted scoring rubric:
- Technical solution and understanding of CISV needs (50%)
- Cost of ownership and value (30%)
- Support and scalability (20%)

Technical Expertise
- In-depth understanding of CISV's specific needs and technical requirements.
- Evaluation of the proposed solution's quality and feasibility in meeting CISV's objectives.

Project Management
- Clear, achievable project timeline with well-defined milestones.
- Comprehensive risk management plan to mitigate potential challenges.
- Established quality assurance processes to ensure the highest standards are maintained throughout the project.

Cost
- Competitive pricing that offers value for money.
- Full transparency in the financial proposal, outlining all costs clearly.

References and Past Performance
- Positive feedback and testimonials from previous clients.
- Proven track record of successfully completing similar projects.
- At least three client references who are willing to be contacted for verification.

Evaluation Criteria – User Experience
Ease of Use
As part of the evaluation rubric, proposals will be assessed on the overall usability of the system, including:
- Intuitive navigation and layout
- Minimal training required for common tasks
- Accessibility and multilingual support (if applicable)
- Positive user experience across devices (mobile/tablet/desktop)

9. Submission Guidelines

Interested vendors are encouraged to register and express interest by sending an email to it-support@cisv.org with the Subject line: Expression of Interest for myCISV Replacement. This should be sent by Tuesday, July 01st.

Contact Information
For inquiries or submissions, contact:
- Gatu Kirubi, IT Support Officer: gatu.kirubi@int.cisv.org
- Israa Shah, Finance & IT Officer: israa.shah@int.cisv.org

Submission Instructions

Submit proposals electronically in PDF format to the contacts above with the subject line: "RFP Submission for myCISV Replacement - [Vendor Name]".

Submission Deadline
Proposals must be submitted by Tuesday, August 05th.
Large files may be submitted via secure file-sharing. Registered vendors will receive instructions.
Terms and Conditions

Proposal Ownership: All materials, documents, and information submitted in response to this RFP shall become the property of CISV International and will not be returned to the vendor. By submitting a proposal, the vendor grants CISV International the unrestricted right to use, reproduce, or share the contents for evaluation and decision-making purposes.
Proposal Preparation Costs: All costs incurred by vendors in preparing and submitting a proposal, including but not limited to research, documentation, and presentation, shall be the sole responsibility of the vendor. CISV International shall not be liable for any expenses or reimbursement related to the preparation of the proposal.
Contract Requirement: The selected vendor must enter into a formal contract with CISV International before commencing any work or providing any services under this RFP.
Source Code Ownership: CISV reserves the right to own the source code and system documentation to ensure project continuity if the vendor relationship ends.