



REQUEST FOR PROPOSAL

Global Census Data Collection and Management Solution



Request for Proposal (RFP): Global Census Data Collection and Management Solution

1. INTRODUCTION

Organization Overview

The World Federation of Khoja Shia Ithna-Asheri Muslim Communities (TWF), a registered charity in the United Kingdom, represents a global network of approximately 150,000 members across six regions in the United Kingdom, America & Canada, Africa, India, Pakistan and Australia. Operating for over 40 years, it works through regional member organizations to facilitate strategic initiatives and provide resources for impactful implementation. Guided by Islamic values of peace and human dignity. The World Federation also seeks to promote unity, compassion, and service to humanity. As part of our mission, the Global Census Project (GCP) aims to collect and analyze data to support effective planning and decision-making at the local, regional, and global levels.

Project Overview

The WF Global Census Project (GCP) team seeks to develop a comprehensive, ideally web-based, solution to collect, manage, analyse, and visualize key data in areas such as demographics, spirituality, education, socioeconomics, and healthcare. The GCP's vision is for the solution, whether custom built or a customized version of an existing package, to collect and host data on the global network of its members. The platform should have an interface accessible to the individual members, their local community centres (i.e. Jamaats in each region), the regional federations (the Jamaats are members of the regional federation they belong to), and TWF (the six regional federations are members of TWF). The solution should also allow members to access tailored offers. The platform should be built in a future proof way that allows future integration into communication, mobile wallet, payment and CRM APIs. Further detail is outlined in the subsequent section.

2. Project Scope

Functional Requirements

- **Data Collection and Updates:** Allow individual data entry and update by members and designated data collectors/enumerators and bulk data entry and update by Jamaats.
- **User Profiles and Control:** Allow users to create individual and family profiles, manage individual and family data, and control data sharing with options for anonymization. User profiles should collect data on:
 - Name
 - Email
 - Phone number
 - Gender
 - Date of birth
 - Place of birth
 - Local Jamaat

- **Enable mapping of family connections:** Allow users and Jamaats to link family members across the solution, enabling the generation of a global family tree. Scalability for future enhancements, such as allowing members to upload multimedia files (photos, stories) tied to family profiles.
- **Membership Verification:** Add a feature for automated reminders prompting members to update their profiles periodically (e.g., annually)
- **Affiliation with Jamaats:** Create a workflow for a Jamaat to verify the membership of a user and the creation of a virtual membership cards upon approval. Membership card should be addable to mobile wallets. The data required in this workflow will be:
 - Membership number (if known)
 - Address
 - Selfie
 - Photo of identity document
- **Data Visualization and Insights:** Provide dashboards for Jamaats, regional bodies, and the WF Secretariat/GCP Team to view and analyse data in line with data protection laws in each jurisdiction.
- **Administrative Tools:** Enable GCP administrators to create, edit, and assign questions to specific user groups, monitor completion rates, and prompt users for updates. A non-exhaustive list of the kinds of data these questions would cover are:
 - Demographics:
 - Population size (by local jamaat/city/gender/age profile/khoja and non-khoja)
 - Birth rates/mortality over the last 10 years (source local Jamaat)
 - Migration/people movement
 - Age profiling for planning senior citizens needs
 - Heritage (incl. family trees where possible)
 - Spirituality:
 - Religious education (Madressa and more)
 - Level of recitation of the Holy Quran
 - Closeness to mosque, frequency of attendance
 - Education:
 - Levels of education/qualification (by gender)
 - Socioeconomics:
 - Contributing members (income levels, # of income streams)
 - Dependents (by gender and age bracket)
 - Occupation/ Specialisations/Professionals/non-professionals
 - Marital status
 - Health Care:
 - Insurance cover (geographic coverage and source of cover)
 - Underlying health condition (if any)
 - Addictions (smoking, tobacco, etc)
- **Integration Readiness:** Design the system for future integration with CRM tools like Salesforce and Zoho.

Design and User Experience

- **Modern Design:** Intuitive and visually appealing interface for web and app platforms.
- **Mobile Responsiveness:** Fully functional across devices and screen sizes.
- **Accessibility:** Compliance with accessibility standards to ensure inclusivity for all users.

3. Technical Requirements

- **Security:** Ensure encryption of data at rest and in transit, multi factor authentication, and mechanisms to prevent unauthorized data exfiltration.
- **Data Compliance:** Adhere to data protection and localization laws across all WF regions and Jamaats. The system should have the option for Jamaats to localise data on their members in their jurisdictions, with a bridge to allow anonymised access by Regions and the WF. Clarify which data localization laws are critical (e.g., GDPR in the UK/EU, local laws in India or Pakistan and all other regions).
- **Scalability:** Design to accommodate high user volumes and evolving requirements for future integrations.
- **Logging and Permissions:** Implement robust logging of data access and role-based permissions for secure management.
- **API-First Approach:** REST or GraphQL APIs should be prioritized in the development of the system.
- **Integration Readiness:** Add blockchain support or tokenization as a potential future integration for community incentives.
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4. Project Timeline

- **Milestones:** to define phases such as discovery, design, development, testing and quality assurance, and deployment and infrastructure.
- **Final Delivery Date:**

5. Budget

- **Cost Breakdown:** Provide a detailed breakdown of costs, including development, testing, deployment, and ongoing maintenance.
- **Options:** pricing for additional features or integrations (e.g., gamification, blockchain, or CRM add-ons, future integration).
- **SLA charges** for maintenance and servicing. Time period, team size.

6. Proposal Submission Requirements

Interested vendors should include the following in their proposals:

A. Company Background and Experience

- a. Overview of relevant experience in app and portal development.
- b. Past projects demonstrating similar functionality.

B. Technical Approach

- a. Detailed description of the proposed solution architecture.
- b. Tools, frameworks, and platforms to be used.

C. Project Plan and Timelines

- a. Phases of development, testing, and deployment.

- Propose an MVP with basic functionality and an iteration/ revisions plan based on user and stakeholder feedback.
- b. Proposed timeline for completion.

D. Data Security and Compliance

- a. Approach to ensuring data security and compliance.
- b. Measures for user privacy and data-sharing controls.

E. Budget and Pricing

- a. Detailed cost breakdown, including development, licensing, and ongoing maintenance.

F. Support and Maintenance

- a. Post-deployment support plans.
- b. Training for WF personnel and technical documentation.
- c. Software updates and patches

G. References

- a. Provide contact information for past clients.

7. Evaluation Criteria

- **Technical Expertise:** Ability to meet functional and technical requirements.
- **Design Quality:** Creativity and usability of design concepts. Points for mobile-first design to emphasize cross-platform usability.
- **Relevant Experience:** Successful execution of similar projects.
- **Cost-Effectiveness:** Alignment with budgetary expectations.
- **Timeline Adherence:** Ability to meet the proposed project schedule.

8. Submission Deadline and Contact Information

- **Proposal Submission Deadline:** Friday, 25th January 2025, 1700hrs GMT
- **Contact Person:** Sayyeda Dhalla – Global Census Project Coordinator
- **Email Address:** Sayyedad@world-federation.org
- **Phone Number:** +254 732 786 000

Please ensure your proposal aligns with the outlined objectives, requirements, and evaluation criteria. The WF GCP team looks forward to reviewing your submission.