

Request for Proposal – RFP 2026-11 Active Monitoring Service

Contents of this Request for Proposal

About GCERF	1
Description of Services	1
<i>Background</i>	2
<i>Objective</i>	2
<i>Work to be performed and deliverables</i>	2
Characteristics of the provider	3
Submission of proposals	4
Period of validity of the proposal	4
Cost of preparation and submission of the proposal	4
Selection of bidders	4
1. <i>Disclosure form</i>	5
2. <i>Profile of the Bidder</i>	6
3. <i>Technical Proposal</i>	6
4. <i>Financial Proposal</i>	7

About GCERF

The Global Community Engagement and Resilience Fund (GCERF) is a not-for-profit Swiss foundation based in Geneva. It signed a Headquarters Agreement with the Swiss government in May 2015, providing it with privileges and immunities in Switzerland.

GCERF is the first global effort to support local, community-level initiatives aimed at strengthening resilience against violent extremist agendas. As a public-private partnership operating at the nexus of security and development, GCERF works in partnership and consultation with governments, civil society, and the private sector in beneficiary countries to support national strategies to address the local drivers of violent extremism.

GCERF provides support to community-level initiatives that: seek to address locally specific drivers of radicalisation; provide tangible, positive alternatives to what violent extremist groups may offer; counter violent extremist narratives and messaging; and build capacity of governments and civil society to counter violent extremism. Applications for funding

submitted to GCERF are subject to rigorous independent assessment and performance monitoring and evaluation.

GCERF is governed by a multi-stakeholder Governing Board with representatives of donor and partner countries, the private sector, foundations, research institutions, and civil society. GCERF is currently actively working with governments, civil society and the private sector in 45 countries in Africa, Central Asia, Middle-East, South-East Asia, and Western Balkans.

Description of Services

Background

GCERF is seeking a reputable and well-established company to provide a GSOC function, monitoring the 'check ins' of its travellers deployed to MEDIUM (lone travellers) and above risk rated locations¹, according to a pre-agreed schedule. GCERF refers to this service as 'active monitoring'. Travellers should have the ability to check in via provider App, WhatsApp, voice, SMS, email and on occasion through use of Garmin inReach satellite tracking devices. The provider must follow up 'missed contact', according to a pre-determined protocol.

Objective

The objective of the service is to provide a 24/7 monitoring, threat detection, and emergency lost-contact cascade for personnel operating in high-risk, volatile environments, or where deployed as a lone traveller, ensuring organisational duty of care and minimising risk exposure.

Work to be performed and deliverables

Provision of the active monitoring service must comply with the following:

- Operate a 24/7/365 GSOC service, which is capable of receiving check-ins from GCERF travellers, according to a pre-agreed schedule. The GSOC should also be able to maintain a global awareness of safety and security incidents which could affect GCERF's travelling staff.
- Maintain a system, whereby the GSOC is able to receive the trip information and associated check-in schedule from GCERF, for monitored trips, which will also include all contact information which could assist to locate a traveller, in the event of missed check-in. Maintain a CRM system or equivalent, which can hold this information, along with the GCERF client protocols.
- Monitor all GCERF travellers where 'active monitoring' is required, ensuring that GCERF staff check-in with the provider, according to a pre-agreed schedule.

¹ Risk ratings are currently provided by International SOS, GCERF's contracted travel medical and security assistance provider.

- Follow up in the event of a missed contact, ensuring that all contact numbers given are used to determine the safe location of the traveller. This requires the desk function to physically call hotels, local partner POCs and drivers etc.
- Cascade to GCERF emergency POC's in the event that the provider is unable to locate a traveller/s, according to the pre-agreed protocol.
- Cascade to GCERF's travel medical and security assistance provider, in the event that the emergency POC's cannot be contacted, or where it is evident that immediate emergency assistance is required for the traveller/s.²
- Provide honest feedback where issues are encountered and be prepared to conduct internal review to identify where either travellers or GSOC staff have not followed pre-agreed protocols.
- Maintain all data in accordance with GDPR.

Timeframe

GCERF is looking for a service provider for the next 3 years starting in September 2026. Shorter or longer periods may be considered in line with GCERF Policies.

Characteristics of the provider

The selected company should be a recognised and experienced provider specialising in provision of GSOC services and familiar with travel risk management principles and the requirements of ISO 31030:2021. The provider must maintain an app check-in function for its clients' travellers, but this should not be the sole means for check-in.

The provider must comply with all applicable laws and regulations. It should adhere to a strict confidentiality policy in relation to client information.

Its staffing levels, qualifications and expertise should be appropriate to be able to provide timely and high-quality services to GCERF. The provider should demonstrate a high degree of commitment to good customer service. The composition of the team servicing GCERF's account would be an important factor in the decision-making process of GCERF.

The fees charged should be reasonable, competitive, and related to services rendered to the extent possible.

² The provision of 'on-the-ground' emergency assistance is not required as part of this contract. However, if a provider is able to do this, GCERF may use this functionality in extremis and at additional cost, if the provider is better placed in terms of timeliness and resources to assist, than the contracted travel medical and security assistance provider.

Submission of proposals

Proposals should follow the template provided below. Failure to follow the proposal structure or to comply with the instructions in this Request for Proposal will be at the bidder's risk and may affect the evaluation of the proposal.

Proposals may be sent by email in the form of "pdf files" clearly indicating under subject: "Bid reference: RFP 2026-11". The email should be addressed to **bids@gcerf.org**. **Deadline** for submitting proposals: **01 August 2026**.

Period of validity of the proposal

The proposal must be valid for a period of 120 days following submission.

Additional Relevant Information

GCERF has approximately 37 international travelling staff, based at the Geneva HQ/ Secretariat, with the remainder operating as National Advisors (21), based in our beneficiary countries. National Advisors primarily conduct internal travel within their nominated beneficiary country. Secretariat staff typically conduct missions for 3-5 days in length, largely to capital locations, with some field trips. In the 12-month period from 01 July 2025 to 01 July 2026, 75 monitored missions were conducted.

Cost of preparation and submission of the proposal

The bidder shall bear all costs associated with the preparation and submission of the proposal, including but not limited to the possible cost of discussing the proposal with GCERF, making a presentation, negotiating a contract and any related travel. GCERF will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the selection process.

Selection of bidders

Bidders are requested to provide the most appropriate and most cost-effective solution to meet the requirements.

The selection will be made based on a number of criteria that will be applied systematically to all bids received.

- Capability and experience of the company in providing a 24/7/365 monitoring function of deployed travellers, without geographical restriction;

- Technical offering with regard to the app which will enable traveller check-in;
- Ability to receive other forms of check-in, in addition to the app, including via use of Garmin inReach devices.
- Access to and scope of incident information received and evaluated by the GSOC, which could impact on GCERF staff travel;
- Understanding of and appreciation of GCERF's business and its potential impact on the organisation's risk profile;
- Ability to deliver within the specified proposed time frame; and
- Financial proposal.

Proposal template

Bidders must submit their proposal following the template below:

The proposal is made up of four different sections

1. Disclosure form
2. Profile of the bidder
3. Technical proposal
4. Financial proposal

Please keep the overall proposal within 10 pages. You may annex additional information as needed.

1. Disclosure form

To be completed by a duly authorized representative of the Bidder. *On behalf of (name of public institution/private or public business entity/myself) (referred to in this document as "the Bidder"), I (name and title of the Bidder's representative) confirm that I am a duly authorized representative of the Bidder and hereby submit this proposal in response to GCERF's Request for Proposal RFP 2026-11. I confirm that all statements and representations made in the proposal are true and correct.*

Date submitted:

Submitted by: (Name of Bidder)

Name and Title of Authorized Representative:

Date:

Signature

2. Profile of the Bidder

Please provide a brief background of the Bidder.

Please explain the legal status of the bidder; including its registration with the relevant competent authorities.

Please explain your organizational strengths and values and your customer service approach.

Please provide information on prior experience with similar requirements and references that GCERF may contact.

3. Technical Proposal

A. Business need: Please indicate your understanding of GCERF's business needs for which you are submitting this proposal.

B. Objectives and deliverables:

Please list the deliverables as specified in this Request for Proposal and indicate whether and how the Bidder commits to deliver these.

Optional: Present deliverables not listed in this Request for Proposal but which in your expert assessment, are necessary to achieve the objectives of this request.

C. Approach:

Please provide information on the following:

1. Methodology/approaches you would use to provide the various required services;
2. Workplan: key tasks/phases, deliverables, schedule of activities - may be presented using text and/or graphics;
3. Measures to ensure quality control over the delivery of services to GCERF;

D. Service Management Plan:

Please provide details for how your firm would ensure that it provides satisfactory services to GCERF. Please explain how you would coordinate the service offering, including proposed meetings and any proposed mechanism for feedback to and/or coordination with GCERF.

E. Team Composition:

Please provide the following information on the proposed team that would work with GCERF:

- Team organisation
- Individual team members; name, role in the team, area of expertise and relevant experience.

F. Risk Mitigation Plan:

Please list any identified risks which may affect the successful delivery of services and any proposed mitigating measures.

G. Assumptions (optional):

Please list the assumptions on which your proposed approach and successful completion of deliverables are based that you think would be important for GCERF to understand.

H. References:

Please briefly provide recent examples of similar projects has recently undertaken. Please indicate if the name of the client may be disclosed and if GCERF may contact the client for reference.

4. Financial Proposal

Please explain the basis of the proposed fees and any other charges to GCERF and their level.

Date