

REQUEST FOR PROPOSALS (RFP)

Design, Development and Implementation of a National Human Rights Documentation Platform and Public Reporting Portal

The IMPACT Initiative: From Impunity to Accountability

1. Background

Dialogue Fiji is a civil society organisation working to strengthen democracy, human rights, inclusive governance, and social cohesion in Fiji through research, dialogue, advocacy, and public engagement.

Dialogue Fiji is implementing *The IMPACT Initiative: From Impunity to Accountability*, an EU-supported project aimed at strengthening accountability, justice, and human rights protection in Fiji.

As part of this initiative, a centralised database will be established to systematically document and analyse human rights violations in Fiji. The database will serve as a structured repository supporting research, monitoring, coordination, and evidence-based advocacy.

This procurement seeks a qualified provider to design, develop, and operationalise this centralised database, including a public reporting interface that allows citizens to submit reports and a backend system enabling structured case management, verification workflows, and analytical use.

The system is intended to evolve into a long-term civil society resource for documenting human rights issues in Fiji.

2. Objective

The objective is to design and implement a secure and scalable human rights documentation platform comprising:

1. A centralised relational database for structured documentation of human rights violations.
2. A public-facing reporting portal allowing citizens to submit complaints or reports.
3. An internal workflow enabling intake, triage, verification, and case management.
4. A backend case management and verification system.

5. Analytical tools enabling monitoring, evaluation, and evidence-based advocacy.

The platform is intended for long-term institutional use and must support future scaling and expansion.

3. Scope of Work

The selected provider will design, develop, and deploy an integrated system with the following components:

A. Centralised Human Rights Database

- Design relational database architecture aligned with empirical research methodology.
- Structure data model to distinguish between:
 - incoming reports (raw submissions)
 - structured cases (reviewed records)
- Enable categorisation by violation type, geographic location, actor category, and vulnerability group.
- Allow integration of data from empirical research activities.

B. Public Reporting Portal

Develop a secure online portal enabling members of the public to submit reports of alleged human rights violations.

Requirements include:

- ☐ Structured reporting forms.
- ☐ Anonymous reporting option.
- ☐ Document and evidence upload.
- ☐ Consent and privacy statements.
- ☐ Clear disclaimers regarding verification status.
- ☐ Spam and abuse prevention mechanisms.
- ☐ Automated intake routing into internal workflow.

Public submissions must enter a controlled internal review process before becoming structured cases.

C. Intake, Triage and Case Management Workflow

The system must include:

- Intake dashboard for new submissions.
- Workflow statuses (e.g., new, triage, under assessment, verified, partially verified, not verified, closed).
- Duplicate detection functionality.
- Case assignment and follow-up tracking.
- Verification and confidence rating fields.

D. Backend Analytical Tools

The platform must allow authorised users to:

- Search and filter cases.
- Generate trend analysis and dashboards.
- Produce analytical outputs and reports.
- Export anonymised datasets.
- Monitor patterns across time, geography, and violation categories.

E. Security and Data Protection

Given the sensitivity of human rights data, the system must include:

- Encryption of data in transit and at rest.
- Role-based access control.
- Audit logging and activity tracking.
- Segregation of personally identifiable information.
- Data anonymisation functionality.
- Secure hosting environment with backup and recovery mechanisms.

F. Technical Architecture Requirements

Proposals must include:

- Detailed system architecture design.
- Data model overview.
- Security architecture.
- Abuse and moderation strategy.

Applicants must provide a system architecture diagram illustrating:

Public reporting portal → intake queue → triage and verification workflow → centralised database → analytical tools and reporting outputs.

Failure to include this diagram may result in disqualification.

G. Testing, Training and Deployment

- Development of prototype.
- Testing and refinement with Dialogue Fiji.
- Deployment of live system.
- Staff training sessions.
- Delivery of user manuals and technical documentation.

4. Deliverables

- Technical architecture design.
- Functional public reporting portal.
- Operational centralised database.
- Case management dashboard.

- Analytical reporting tools.
- Training and system documentation.

5. Required Qualifications

Applicants must demonstrate:

- Proven experience designing secure database or case management systems.
- Experience handling sensitive or protected data.
- Strong expertise in cybersecurity and data protection.
- Experience with research, governance, or civil society platforms is desirable.

6. Ethical and Legal Safeguards

The system must ensure:

- Confidentiality and secure handling of sensitive information.
- Protection against misuse or unauthorised access.
- Clear separation between unverified allegations and verified data.
- Compliance with ethical standards for human rights documentation.

7. Proposal Requirements

Interested applicants must submit:

1. Technical proposal outlining system design and methodology.
2. System architecture diagram (mandatory).
3. Proposed technology stack.
4. Data model overview.
5. Security framework.
6. Implementation timeline.
7. Maintenance and sustainability plan.
8. Financial proposal.
9. Relevant experience and references.

8. Evaluation Criteria

Proposals will be evaluated based on:

- Technical approach and architecture.
- Security and data protection measures.
- Experience and past performance.
- Usability and scalability.
- Value for money.

9. Submission Details

Deadline: 8 March 2026

Submit proposals to:

programmemanager@dialoguefiji.com

Subject line: **RFP – Human Rights Documentation Platform**