Request for Proposals (RFP)

Title	Request for Proposals (RFP) for UX Research and Design Services for the Kuyakhanya ECD Platform		
Open to	Established UX Research and Design Firms with extensive experience building health, education, and/or social development applications to be used in low-resourced contexts. International applicants are eligible, provided they demonstrate strong contextual expertise of the South African digital and data management legislature.		
RFP Ref #	IRD-G/RFP/2604-01	**Contact details (RFP-related queries)**	procurement@ird.global
Issuance Date	April 6, 2026	**Submission Deadline**	April 21, 2026

1. RFP Overview

- Geographic Focus:
  - South Africa
- Budget Information (Phase 1 Only):
  - The anticipated budget range for Phase 1 is approximately USD 25,000 - 30,000 and is provided as indicative guidance for proposal development. Vendors are encouraged to propose a cost-effective and proportionate approach aligned with the defined scope, and are not required to align with the upper end of this range.
  - Applicants should submit a detailed financial proposal aligned with this range. In addition, applicants are encouraged to provide an indicative costing framework for Phase 2 implementation as a separate, high-level input. This should outline key cost drivers and assumptions, rather than a detailed or binding budget. Phase 2 will be subject to a separate contracting or procurement process.

2. Background and Context

IRD Global invites proposals from qualified UX research and design firms to undertake the design of a user-centered, reliable digital platform to support the Kuyakhanya program, an integrated Early Childhood Development (ECD) initiative being implemented in rural South Africa. *Kuyakhanya* focuses on strengthening and enriching ecosystems of care for young children by working with caregivers, ECD practitioners, and community members.

Aligned with the Nurturing Care Framework, the program emphasizes opportunities for early learning through improving access to and quality of early learning programs and nutrition, improving caregiver and ECD practitioner capacity to care through training and mental health services, and right to safe spaces through a hub-and-spoke model. The program aims to support the objectives and priorities of South Africa's National Integrated Early Childhood Development Policy and ECD 2030 Strategy, particularly in relation to equitable access, quality improvement, practitioner support, and intersectoral coordination in underserved rural contexts.

Kuyakhanya responds to persistent inequities in access to quality ECD in rural settings, where fragmented services, under-resourced ECD centres, and structural barriers constrain children's developmental outcomes. The program adopts a community-embedded, strengths-based approach that recognizes caregivers, practitioners, and local stakeholders as central agents within nurturing care systems. Presently, the program is being implemented across five districts in rural KwaZulu-Natal (KZN) and aims to expand to up to three more provinces in the coming years.

IRD Global seeks a user-centered, reliable digital platform to support integrated Early Childhood Development (ECD) service delivery in rural South Africa.

The purpose of this Phase 1 engagement is focused on product design. The selected vendor will be responsible for conducting UX research, defining user journeys, user testing and validation, and creating high-fidelity interactive prototypes and UI designs.

Phase 1 is strictly limited to design, validation, and prototype outputs. No development or engineering activities are expected at this stage.

These deliverables should be documented in a structured manner to support future implementation, while remaining proportionate to a design-stage engagement.

3. Coordination and Oversight

The selected vendor will work closely with IRD's Program and Digital Teams throughout the engagement.

The Program Team will provide functional requirements, user context, and feedback on design outputs, while the Digital Team will provide technical guidance and review to ensure alignment with system standards and requirements.

All deliverables will be subject to review and approval by IRD.

4. Target Audience and Operating Environment

The design must accommodate a diverse range of users operating in low-connectivity environments.

Refer to the SRS (Software Requirement Specification - Annexure A) document for a comprehensive overview of the platform requirement and audience.

The SRS should be treated as a guiding reference. Vendors are expected to validate and refine requirements through user research and not assume all elements are final.

Key user groups and platform requirements include:

4.1 **ECD Workforce (Community Play Facilitators, Data entry operators)**

Mobile users responsible for delivering and tracking programs in the field. They are responsible for completing all ECD specific forms.

4.2 **Data Entry Clerks/Enumerators**

Community Engagement field teams are responsible for data collection and recording with view-only access to their own data.

4.3 **Lay Mental Health Counsellor & Mental Health Team**

Lay mental health Counsellors are responsible for data collection and recording with varying permissions depending on their roles and regions (districts and province).

4.4 **Program Managers, M&E Officers, and Team Leads**

Users require a Web based Dashboard UI for centralized coordination, reporting, and data validation and management.

4.5 **Operating Environment**

Designs must account for Android smartphones/tablets and web browsers, heavily prioritizing offline-first functionality with automated two-way data syncing capabilities.

4.6 **Accessibility & Language**

4.6.1 Designed for low digital literacy.
4.6.2 Multilingual support (English, Isizulu, Xhosa, etc.) The ability to configure multiple languages is important here. As the program scales to other provinces, appropriate language and translations would need to be made available.
4.6.3 Audio-Visual aids and interactions
4.6.4 Basic adherence to WCAG 2.1 accessibility principles (such as text alternatives, readable contrast, keyboard navigation) to support inclusivity. Designs should align with core WCAG 2.1 accessibility principles (such as text alternatives, readable contrast, and basic navigation). Full compliance may be achieved in later phases; however, accessibility considerations must be embedded in the design from the outset.

4.7 **Data Privacy and POPIA Compliance**

The vendor must ensure that all proposed user journeys, workflows, and UI designs prioritize data privacy and strictly comply with the Protection of Personal Information Act (POPIA), and other South African child protection and data privacy laws.

Although the vendor will not execute the backend engineering, they must design the front-end interface and structural workflows to enforce these standards.

5. Scope of Work

5.1 **UX Research and Workflows**

5.1.1 Conduct design workshops with stakeholders to define and document comprehensive user journeys through the platform.
5.1.2 Develop user personas, journey maps, and functional requirements, ensuring the approach reflects human-centered, accessible, and inclusive design principles.
5.1.3 Conduct extensive end-to-end usability testing cycles following an iterative user-centered design approach.
5.1.4 Map out core programmatic workflows, including but not limited to:

5.1.4.1 **User Registration & Child enrollment**

- Step-by-step form with validation checks.

5.1.4.2 **Attendance & Monitoring**

- Daily registers, absence tracking, and notifications etc

5.1.4.3 **Mental Health & Community Engagement**

- Screening tools, follow-ups scheduling, referral workflows, and event-based tracking, approvals etc.

5.1.4.4 **Platform & Program administration**

- End-to-end user journeys for different stakeholders and goals such as user management, child-parent/caregiver linking, forms management, reporting and analytics etc).

5.1.4.5 **Forms & data**

- Custom form builder, event-based form availability configuration etc.

5.1.4.6 **Offline Data Capture & Sync**

- Designs should conceptually address offline-first functionality, including data capture, synchronization flows, and handling of basic conflict scenarios. Detailed technical implementation will be addressed in Phase 2.

5.2 **Interactive Functional Prototypes**

5.2.1 Craft intuitive and engaging user interactions that cater to varying levels of digital literacy.

5.2.2 Develop functional UI/UX design prototypes that accurately simulate the programmatic workflows and data collection processes.

5.2.3 Ensure prototypes demonstrate key system features such as role-based access control, skip logic in forms, error reporting, and document upload/review interfaces etc.

5.2.4 Ensure that the prototypes have been user-tested for frictionless onboarding and adoption.

5.3 **UI Design (Desktop/Tablet Dashboard and Mobile App)**

5.3.1 Transform design concepts into detailed, high-fidelity user interfaces for both mobile screens (field use) and web dashboards (managerial use).

5.3.2 Design an interactive web dashboard capable of data analytics, filtering (by location, provider, site), and role-based data views (including de-identified data views to comply with POPIA).

5.3.3 Craft a comprehensive Design System to maintain alignment with brand and usability standards, which will be delivered to the engineering team.

5.4 **Expected Deliverables and Engineering Handoff**

To ensure the engineering team can accurately implement the system, the vendor must provide well-documented deliverables, including:

5.4.1 **User Personas and Journey Maps**

5.4.1.1 Detailed documentation of user flows and operational scenarios.

5.4.2 **UX research findings**

5.4.2.1 Detailed documentation of research and testing methodologies and findings incorporated in the final functional prototype.

5.4.3 **Interactive Prototypes**

5.4.3.1 Clickable/Touchable prototypes demonstrating application interactions and navigation.

5.4.4 **High-Fidelity UI Screens**

5.4.4.1 Complete mobile and web dashboard screens.

5.4.5 **Comprehensive Design System**

5.4.5.1 A standardized library of UI components, typography, colors, and accessibility guidelines.

5.4.6 **Technical Design Documentation**

5.4.6.1 Detailed annotations of system interactions, offline/online state behaviors, and conditional logic (e.g., skip logic) to guide the technical implementation phase.

All deliverables will be subject to structured review and approval by IRD against agreed acceptance criteria, which will be defined at the start of the engagement.

6. Timeline

Applicants should propose a realistic timeline of activities as per below:

- Milestone 1: Discovery, UX Research, User Personas, Journey mappings
- Milestone 2: Wireframing, User testing
- Milestone 3: Design system, UI Screens, Functional Prototype
- Milestone 4: Handoff documentation

Engagement will be structured in two phases:

- Phase 1 (May 2026 – June 2026):
- Phase 2 (July 2026 onwards):

Progression between milestones will be contingent upon review and approval of preceding deliverables.

Timelines	**Expected Output/Deliverable**

Phase 1 (May 2026 – June 2026):	• **Milestone 1:** Discovery, UX Research, User Personas, Journey mappings • **Milestone 2:** Wireframing, User testing • **Milestone 3:** Design system, UI Screens, Functional Prototype • **Milestone 4:** Handoff documentation
Phase 2 (July 2026 onwards):	• **Milestone 1:** System architecture design, Schema design, Features implementation methodologies, Project plan & roadmap, Infrastructure setup, release methodology • **Milestone 2:** Core modules/features implementation i.e: User Auth, RBAC, child enrollment, caregiver registration, administration dashboard interfaces, mobile application interfaces etc. • **Milestone 3:** Business logic implementation i.e: scheduling, form builder, reporting, offline synchronization etc. • **Milestone 4:** Production Deployment, Technical documentation, Handover, User trainings

Phase 2 is not part of this RFP and will be subject to a separate contracting or procurement process. No commitment to Phase 2 funding is implied through this RFP or any resulting contract.

7. Organizational and Team Requirements

7.1 Eligible applicants include:

- Registered UX research and design firms, institutes, or universities
- Teams with demonstrated expertise in developing applications for use in real-world, low-resourced settings, focusing on health, education, or social development
- Experience developing phase-wise products that can be independently used
- Applicants with South Africa-based presence or knowledge
- Experience building an application must be designed and in full compliance with POPIA (Act 4 of 2013).

7.2 Teams should demonstrate:

- Interdisciplinary capacity (design, research, user-experience, facilitation)
- Experience with team consultation and interfacing applications for low-resourced settings
- Commitment to ethical, participatory, and decolonial practices
- Compliance with POPIA (Act 4 of 2013) (if present).

8. Proposal Submission Requirements

Proposals should include:

8.1 Technical proposal (maximum 20 pages), including:
- Proposed design strategy and methodology
- Gantt chart
- Ethical considerations
- Management and staffing plan
- Organizational profile and relevant experience + CVs of key personnel
- Examples of relevant past evaluations
- Case studies
- Vendors should clearly describe their delivery model, including the location of team members and any use of subcontractors or offshore resources.

8.2 Financial Proposal

    - Detailed financial proposal for Phase 1 with justification, including software licenses (if applicable)
    - Indicative costing framework for Phase 2 [preferred]
    - Clear cost assumptions
    - Vendors must clearly outline team composition, roles, level of effort, and time allocation across key activities.
    - Pricing should reflect the proposed delivery model and be proportionate to the Phase 1 scope.
    - All proposed costs should be fully inclusive of any travel, accommodation, workshops, stakeholder engagement activities, software, and other out-of-pocket expenses. No additional costs, reimbursements, or variations will be accepted beyond the agreed financial proposal unless formally approved through a contract amendment.

9. Budget Information

- The anticipated budget range for Phase 1 (UX design and prototype) is approximately USD 25,000 - 30,000 and is provided as indicative guidance for proposal development. Vendors are encouraged to propose a cost-effective and proportionate approach aligned with the defined scope and are not required to align with the upper end of this range.
- Financial proposals will be evaluated based on value for money, taking into account the proposed methodology, team structure, and delivery approach, not cost alone.
- IRD encourages competitive and cost-effective proposals and does not require alignment with the upper end of the indicated budget range.

10. Language & Currency

- Proposals must be submitted in English, and all budget amounts should be quoted in the United States Dollar (USD).

11. Evaluation Criteria

Proposals will be assessed based on:

- Proposed methodology and approach (35%)
- Understanding of *Kuyakhanya*'s context and user needs (15%)
- Feasibility and value for money (30%)
- Team expertise and relevant experience (15%)

- Understanding of data protection and privacy requirements (5%)

12. Procurement Timeline

The anticipated timeline for this procurement process is outlined below. IRD Global reserves the right to adjust timeline or request additional clarifications from applicants as needed.

- RFP Issuance: April 6, 2026
- Deadline for Submission of Questions: April 12, 2026 (23:59 SAST)
- Responses to Queries Issued: April 14, 2026
- Proposal Submission Deadline: April 21, 2026 (23:59 SAST)
- Proposal Review Period: April 22 – May 4, 2026
- Vendor Selection & Anticipated Contract Start: 1st week of May 2026

13. Submission Details

Please submit your full proposal as a single PDF file to:

- **Email:** procurement@ird.global
- **Subject Line:** Proposal Submission - UX Research and Design Services for the Kuyakhanya ECD Platform
- **Submission Deadline:** April 21, 2026 (23:59 SAST)

Note:

- Late submissions will not be considered; only shortlisted applicants will be contacted.
- IRD reserves the right to reject any proposal without providing reasons, negotiate scope and budget with shortlisted applicants, and re-issue the RFP if deemed necessary.
- Any attempt by a bidder to influence, directly or indirectly, the outcome of the evaluation process outside the formal process may result in immediate disqualification.
- By submitting a proposal, the bidder confirms that they have read, understood, and agreed to the Terms of Participation (Annexure B), which form an integral part of this RFP.

14. Contact for Clarifications

All questions must be submitted in writing to procurement@ird.global by April 12, 2026. All questions must be submitted by the stated deadline, and answers will be shared in a consolidated FAQ with all interested applicants to ensure fairness.

Note: All applying organizations and any sub-contractors must comply with IRD's safeguarding, child protection, and data protection policies. All project staff are required to complete safeguarding training prior to program start.

15. Payment Terms

Payments will be milestone-based and contingent upon satisfactory delivery of agreed deliverables.

16. Right to Verification

IRD reserves the right to verify the information provided in proposals and to conduct due diligence checks before awarding a contract.

Annexure A

Software Requirements Specification (SRS) for KuyaKhanya Early Childhood Development Project

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1. Introduction

1.1 Purpose

The purpose of this SRS document is to outline the functional and non-functional requirements for a digital solution supporting the KuyaKhanya project. The system will enable streamlined Early Childhood Development (ECD) service delivery in rural South Africa by supporting caregivers, the community, and the ECD Workforce (including Community Play Facilitation Sites [CPFs]) through technology-enhanced communication, monitoring, and data management.

1.2 Scope

This software system will support:

- Communication
    - ECD workforce and caregivers
    - ECD Implementing Partner

- Monitoring and evaluation of:
    - ECD activities
    - MH activities
    - CE activities
    - Programmatic activities

- Scheduling and logistics for play-based sessions

- Data collection of the following:
    - Mental health screening, counselling, and referral activities
    - ECD related activities - child attendance, retention, their development, nutrition consumption, and caregiver feedback, and ECD workforce performance

    - Community engagement-related activities, including participation in awareness raising sessions, knowledge acquisition, and services feedback.

- Integration with existing ECD infrastructure

The system will be deployed centrally and used by different stakeholders across rural regions, including ECD center staff, CPFs, project management teams, the identified ECD Implementer, and evaluators.

1.3 Definitions, Acronyms, and Abbreviations

- **ECD** – Early Childhood Development
- **CPF** – Community Play Facilitator
- **IRD** – Interactive Research & Development
- **TREE** – Training and Resources in Early Education
- **UI/UX** – User Interface/User Experience
- **SRS** – Software Requirements Specification
- **RTO** – Resource Training Organisation (i.e., the ECD Implementing Partner)
- **MH**- Mental Health
- **M&E** - Monitoring & Evaluation
- **CE**- Community Engagement
- **GGG** - goGOGOgo
- **J-PAL** - The Abdul Latif Jameel Poverty Action Lab

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2. Overall Description

2.1 Product Perspective

The KuyaKhanya platform will serve as a central hub supporting both field and programmatic operations (via mobile/tablet) and centralized coordination (via web dashboard). The system will interface with SMS, WhatsApp, and mobile applications to support regions with limited connectivity.

2.2 Product Functions

- Training modules (video, audio, text)
    - Professional Development Tools

    - Resource Libraries/repositories
- Play session scheduling and reporting
- Health and nutrition surveys
- Collect daily attendance & nutrition consumption information
- Collect attendance for the community, upload documents & collect signature consent
- Tracking progress across the MH, CE and ECD components
- MH screening and tracking counselling and referral progress
- Communication tools (chat, announcements)
- GPS-based activity logging (GPS tagging with both offline and online modes - form submission based, login/logout based
- Data analytics and an interactive dashboard for monitoring impact (should be able to filter output by Location, playhouse and Center)
- Auto-generate reports specified in this document
- Support for multilingual content (Zulu, Xhosa, English, etc.). Flexibility is important here. As we scale to other provinces, we need to be able to include the appropriate languages and translations.

2.3 User Classes and Characteristics

- **Caregivers** – Often semi-literate, requiring highly visual and audio-based interfaces.
- **ECD Workforce including Community Play Facilitators (CPFs)** – Mobile users responsible for delivering and tracking programs in the field. They are responsible for completing all ECD specific forms.
- **Data Entry Clerks/Enumerators:**
    - Within CE: the Community Workers will need access to submit & view data only; the Program Associate, CE and CE Lead will need access to view & approve/edit data.
    - Within MH: the Lay Mental Health counsellors will need access to submit & view data only; the Program Associate, and MH Lead will need access to view & approve/edit data.
    - Within ECD: The ECD workforce, Playhouse Admin, Field Supervisor, & responsible incumbent from the ECD Implementing Partner will need access to submit & view data; a representative from the ECD Implementing Partner will

    need access to view & approve data, while the Program Associate, ECD and ECD Lead will need access to view, approve/edit data.
  - Within M&E: The M&E Officers need access to submit M&E specific forms, while the M&E Manager requires view, edit, and can approve access across all forms.
  - Incumbents within the ECD Implementing Partner: access to submit and view reporting specific forms (such as incident reports).
- **Playhouse Center Staff** – Users operating hubs, responsible for coordination.
- **Program/Project Coordinators/ Monitoring & Evaluation Team** – Require analytics, reporting, and program oversight tools.
- **Internal Team Leads:** Leads for community engagement, mental health and ECD who coordinate their respective project arms.
- **Evaluators (e.g. J-PAL or other enumerators)** – Need access to raw and processed data for impact analysis.
- **ECD Implementing Partner**- Need to validate the data collected by the ECD Workforce. access to validate, approve or add comments and edit where necessary with tracked changes. Cannot delete.

2.4 Operating Environment

- Android smartphones and tablets (for field use)
- Web browsers (for dashboards, coordination)
- Web browser for online/offline data collection and the ability to queue offline submissions on the browser page till internet is available
- Offline capabilities with periodic sync
  - Expected behaviour
    - Offline cached data should be available in a new device for the same user even when it's not synced with the central database yet.
- SMS/USSD fallback in areas with poor connectivity

2.5 Design and Implementation Constraints

- Must function in low-connectivity environments
- Must prioritize data privacy and child protection laws (**POPIA**, GDPR and other South African data protection laws)

- Open-source preferred; extensibility and scalability required
- Ability to report errors.

2.6 Assumptions and Dependencies

- Users will have access to at least basic smartphones
- Periodic in-person training and support will be available
- Collaboration with local telecoms for SMS delivery

3. System Features and Requirements

3.1 User Registration and Role Management

- Secure authentication (password + optional OTP)
- Role-based access control
  - ECD Workforce (including CPFs)
  - Data Entry Clerks
  - Community Workers
  - Lay Mental Health Counsellors
  - M&E Officers
  - Team Leads (for ECD, MH and CE)
  - M&E Manager
  - Programs team (Manager, Coordinator)
  - ECD Implementing Partner
- Audit trails for user activity
  USER ROLE MATRIX

Role / Entity	**Data Ownership**	**Approve / Reject Flagged Data**	**Hosting**	**Create**	**Read**	**Update**	**Approve**	**Archive**
IRD (Lead Implementer / Project Owner/Admins)	Primary Data Owner (per POPIA & donor agreements)	Oversight approval on disputed/critical flagged cases	Contracting/oversight of hosting vendor (cloud/local partner)	No	Yes (all levels)	No	Yes (strategic)	Yes

M&E Manager / Coordinators	Custodian of programmatic data integrity	Main approvers of flagged forms (after field checks)	No	No	Yes (reports, dashboards)	Limited (annotations)	Yes (routine approval, rejection, grading)	Yes
Team Leads (ECD, MH, CE)	Custodians for thematic data	Approve/reject flagged data within their domain before escalation to M&E	No	No	Yes (their domain)	Limited (comments)	Yes (domain-specific approval)	No
ECD Implementing Partner	Custodian for ECD Workforce	Approve data related to ECD workforce submissions (incident, training logistics forms)	No	Yes (RTO forms)	Yes (their domain)	Yes (with audit trail)	Yes (their domain only)	No
Consortium Partners/Evaluators (e.g., TREE, GGG & J-PAL)	Secondary data users (with agreements)	N/A	No	No	Yes (de-identified/raw datasets)	No	No	No
ECD Workforce	Data collectors only	Cannot approve-submissions subject to validation	No	Yes (forms, attendance, logs)	Yes (their own submissions)	Limited (before submission lock)	No	No
Lay Mental Health Counsellors (LMHCs)	Data collectors only	Cannot approve-subject to validation by MH Lead	No	Yes (screening, counselling forms, referrals, logs)	Yes (their own submissions)	Limited (before submission lock)	No	No

Field workers (CE)	Data collectors only	Cannot approve-subject to validation by CE Lead	No	Yes (counselling forms, logs)	Yes (their own submissions)	Limited (before submission lock)	No	No
Enumerators / Data Clerks	Data collectors only	Cannot approve-subject to validation by M&E	No	Yes (field data)	Yes (their own submissions)	Limited (before submission lock)	No	No
Playhouse Center Staff	Data collectors (site-level coordination)	Cannot approve-escalates to Team Leads	No	Yes (attendance, logistics forms)	Yes (site data)	Limited (before submission lock)	No	No
Program/Project Managers & Coordinators	Oversight of program alignment, not data owners	Escalation point for unresolved flagged data; supports M&E	No	No	Yes (consolidated reports)	No	Limited (strategic approvals)	No
IT / Hosting Provider (Cloud / Local Partner)	No ownership of data	No	Manages hosting environment (infra, uptime, security, backups)	No	No	No	No	No

3.2 Child Enrollment and ID Generation

- Auto-generate a **unique project-specific random ID** for each enrolled child
- Link each child to their associated caregiver(s)' unique ID
- Secure storage of demographic and developmental data

3.3 Caregiver and Mental Health (MH) Linkage

- Link caregiver MH support records to specific children enrolled in the program
- Generate unique project-specific random IDs for all beneficiaries

- Enable longitudinal tracking of child performance vs. caregiver MH status

- Support multiple caregiver-child mappings

3.4 Form Management and Data Collection

- Customizable data collection forms/ Form Generation
- Reporting Engine
- **Skip logic** to ensure only relevant questions are displayed based on prior answers

- **Data validation rules**: format checks, required fields, logical consistency

- **Duplicate prevention**: flag potential duplicates in real time
- Collection of Signatures
- **Change Log:** Ability to track changes made to any form and issue a form version to keep a record of any updates made, by who and when. Each approved change should automatically create a new form version ID. Historical versions must be preserved and remain accessible, and all data entries must be linked to the version of the form they were collected on. The system must also maintain audit logs of all changes for compliance and reporting.
    - Compliance monitoring/flagging - pull compliance data per site over time
- **Report errors**
- **Uploading of documents (images, pdfs, etc)**
- **Data Validation:**
    - Approve submissions
    - Feature for grading based on the number of corrections flagged (excellent, good, poor)

3.5 Notification and Flagging

- **Automated notifications (email)** to assigned leads/ designated person when a form or report is submitted or updated
- **Automated notifications (Systems-based)** to assigned leads/ designated person when a form or report is submitted or updated

- **Automated notifications (WhatsApp/SMS)** to assigned leads/ designated person when a form or report is submitted or updated

- **Flags** for incomplete forms, invalid entries, or submissions requiring review

- Notification system via in-app alerts, email, or SMS (based on user preference)

3.6 Event-Based Scheduling

- Create and manage **event templates** (e.g., Registration, Follow-Up Visit, Nutrition Check)

- Assign **forms to events**, allowing streamlined data entry and monitoring
- Event-based scheduling (prescheduled events)
- Visual status tracking (completed, pending, flagged) for each event/form
- Automated one-way SMS/WhatsApp reminders for scheduled events (such as registrations, follow-up visits, nutrition checks). The system should allow configuring reminder timing (1 day before, same-day, etc). Two-way interaction may be considered in later phases.

3.7 Document Upload and Review

- Upload supporting documents (PDF, image)

- File size and type validation: To preserve readability while keeping uploads manageable, scanned documents should default to ~300dpi. The system should provide guidance to user and support compression or lower-DPI scans in low-bandwidth settings.

- **Manual review interface** with options to validate (**approve or reject)** illegible/incomplete documents and entries

3.8 Monitoring and Evaluation

- Scheduled surveys for nutrition, developmental milestones, caregiver well-being

- Auto-generated reports by user role (admin, M&E)

- Export data in standard formats (CSV, XLSX, PDF for reports)

3.9 Communication & Alerts

- System-wide broadcast announcements
- Role-based messaging (e.g., CPF to Hub Coordinator)
- Optional integration with WhatsApp/SMS for low-connectivity zones

3.10 Access Control & Security

- Enforced **access control policies** in compliance with **POPIA** and other South African data protection laws
- **De-identified data views** for users without permission to see PII (Personally Identifiable Information)
- Audit logging and periodic review of data access permissions

3.11 Offline Data Capture & Sync

- **Offline form completion**: Users *(refer to section 2.3 & 3.1*) can capture data without internet connectivity through application or on the browser.
- **Local data storage**: Secure temporary storage on the device.
    - Allow for pending user logs to be accessed if devices are switched.
- **Automatic sync**: When connectivity is restored, data uploads to the central server.
    - Ensure that the app can store data locally for 3-10 days before sync.
- **Conflict resolution**: Warn and log issues if a form has been modified both locally and online.

3.12 Front-End Permissions and Data Integrity

- **Disable Delete Option** on the front-end for all users (except Admin-level users through the backend only).
    - Prevents accidental or unauthorized data deletion.
    - Encourages auditability—data can be archived but not destroyed from the UI.
- Include **archive or deactivate options** as alternatives to deletion.

- Include approval functionality: The designated team lead can manually approve entries(each form), include comments on areas that need clarification and grade the form based on data completeness and quality (good, okay, poor)
- Data integrity:
  - Conflict resolution
  - Manual flagging for corrections on a form level

Forms and Data Collection Tools

The system will support digitization, tracking, validation, and reporting based on the following categorized forms and tools used across program components.

🔶 Mental Health

- PC-PTSD Form
- GAD-7 Form
- PHQ-4 Form
- PHQ-9 Form
- Intake Form
- Counselling Log Form
- Counselling Conclusion Form
- Referral Form
- Consent forms (general community & ECD workforce)
- Attendance Register

🔷 Community Engagement (CE)

- Field Visit Report
- Attendance Register (adults)
- Attendance Register (children)
- CE Summary Report
- Pop-ups
- Pop-up Follow up

🔸 ECD (Including Baby & Me)

- Registration Form

- Assent Form
- Indemnity Form
- Incident Reporting Form
- Exit Form
- Referral Slips
- Notification of Sick Child Form
- Infrastructure Assessment Form
- Learner Report Template

Routine Tools:

- Daily Attendance Register
- Daily Summary Booklet
- Quarterly Observation Tool
- Attendance Sheet
- Caregiver Report
- Lesson Plan/Schedule

🟩 Monitoring & Evaluation

- RDQA (Quarterly)
- Weekly & Monthly Data Reports
- Site Support Visit Form
- Timesheets

🟩 ECD Implementing Partner

- Incident Reports
- Infrastructure related reports

Mental Health	Community Engagement	ECD	ECD (Baby & Me)
1. PC-PTSD form 2. GAD-7 form 3. PHQ-4 form 4. PHQ-9 form 5. Intake form 6. Counselling Log form	1. Field Visit Report 2. Attendance Sheet (adults) 3. Attendance Sheet (children) 4. CE Summary	1. Registration form 2. Assent form 3. Indemnity form 4. Incident reporting form	1. Attendance sheet 2. Caregiver report 3. Lesson plan/schedule

7. Counselling conclusion form 8. Referral form 9. Consent forms (community, ECD workforce & caregivers)	Report 5. Pop ups 6. Pop-up follow up	5. Exit form 6. Referral slips 7. Child Transfer Form 8. Notification of Sick Child form Routine: 9. Daily attendance register 10. Daily Summary Booklet 11. Quarterly Observation Tool 12. End of Term Report	
Monitoring & Evaluation		**RTO**	
1. RDQA (quarterly) 2. Site Support Visit 3. Weekly & Monthly Data Reports		1. Incident Reports 2. Infrastructure report	

Reporting – KuyaKhanya

The system will support a robust, modular reporting engine to serve various programmatic and operational stakeholders across ECD, Mental Health, Community Engagement, and Monitoring & Evaluation domains. Reports will be available in both PDF format (for archival and formal record-keeping) and Excel format (for analysis and operational tracking).

Key Reporting Capabilities:

- Auto-generation based on real-time data inputs on the backend
- Integration with Google Sheets for live updates
- Scheduled and on-demand reporting
- Disaggregated data views (e.g., by gender, age, location, ECD centre)
- Export and sharing options for internal and external stakeholders
- Upload support for evidence and media (e.g., images, documents)
- Validation activities (Approve/reject entries) grading entries (approved/pending/rejected)

Report Types and Details:

1. Community Engagement			
SN	**Reporting Tool**	**Purpose**	**Format**
1	Field Visit Report	- Provides a summary of the event by collecting details about the event type, location, topics discussed, date, and organisers/stakeholders involved, highlights, challenges & images. - Records the number of attendees disaggregated by gender and the number of people with children under 5. - Completed by the CE workers	PDF Excel Backend
2	CE Summary Report	- Houses the same information as the form above - Provides a high-level summary of events across locations, including improvement plans for the CE team. - Links the event outcomes back to project indicators. - Compiled by the CE Lead	PDF Excel Backend
3	Attendance Register	- Collects details of the attendees of each CE-related event. - Information includes their name, gender, age, and whether they have children under 5.	PDF Excel Backend
4	Pop-up Register_Children	- Collects details of the children who attend the pop-ups - Information includes their name, gender, age, and details around their enrolment at an ECD site.	PDF Excel Backend
5	CE_Pre&post Tests	- Assess the understanding of participants before and after an awareness raising session.	
2. Early Childhood Development Tools			
SN	**Reporting Tool**	**Purpose**	**Format**
1	Registration Form	- Collects demographic, family and health-related details for a child enrolling in the ECD centre. - Completed by the CPF	PDF Excel Backend
2	Assent Form	- Collects consent for the program: - Enrollment/ withdrawal	PDF Excel Backend

		- Media - Nutrition - MH screening for the caregiver - Completed by the Parent/Legal Guardian of a child	
3	Indemnity Form	- Waiver of liability - Completed by the Parent/Legal Guardian of a child	PDF Excel Backend

4	Incident Report	- Collects consent for the program:
		  - Enrollment/ withdrawal
		  - Media
		  - Nutrition
		  - MH screening for the caregiver
		- Completed by the Parent/Legal Guardian of a child
			PDF
			Excel Backend

5	Notification of Sick Child Form	- Collects symptomatic information if a child presents to school sick. - Completed by the ECD workforce	PDF Excel Backend
6	Exit Form	- Captures the reason a child leaves the program - Completed by the Parent/Legal Guardian of a child	PDF Excel Backend
7	Child Transfer From	- To support the handover/transfer of a child's folder & supporting documents from one KK site to another. - Completed by the ECD workforce	PDF Excel Backend
8	External Referral Register	- To support the referral of a child from one KK site to an external facility for health or safety-related reasons. - Details on the reason for referral, parental approval, referral point and whether the child went or not. - Completed by the ECD workforce	PDF Excel Backend
9	Daily Summary Booklet	- Captures qualitative daily observations about children in their classroom - Completed by the ECD workforce	PDF Excel Backend
10	Daily Attendance Register	- Captures daily attendance and nutrition of all children at the ECD site. Class-specific. - Completed by the ECD workforce	PDF Excel Backend

11	Monthly Summary Report	- Captures weekly summaries about:
		  - New enrolments
		  - New exits
			PDF
			Excel Backend

		- Incidents - Any referrals - Feeds into a monthly report - Includes comments - Completed by the ECD workforce	
12	Quarterly Observation Tool	- Captures information about whether a child is reaching their age-specific developmental milestones. - Completed by the ECD workforce	PDF Excel Backend
13	Report Card Booklet	- A report summarising a child's performance for the school term. - Attendance, Absence & Nutrition Trends - Qualitative information about the child's performance. - Comments from the CPF - Child Specific - Completed by the ECD workforce	PDF Excel Backend
3. Mental Health Tools			
SN	**Reporting Tool**	**Purpose**	**Format**
1	Client Intake Form	- Captures client demographic details like names, address and medical information	PDF Excel Backend
2	PHQ-4 Form	- A psychometric evaluation tool	PDF Excel Backend
3	PHQ-9 Form	- A psychometric evaluation tool	PDF Excel Backend
4	GAD-7 Form	- A psychometric evaluation tool	PDF Excel Backend
5	PC-PTSD Form	- A psychometric evaluation tool	PDF Excel Backend
6	Client Referral Slip	- Completed by the Lay MH counsellor, when a client is referred out of the program for care	PDF Excel Backend
7	Counselling Conclusion Form	- Completed by the Lay MH counsellor, when a client is referred out of the program for care	PDF Excel Backend
8	Referral Log	- Completed by the Lay MH counsellor - A tracker for the team to track all cases (inflows and outflows)	PDF Excel Backend

4. **Monitoring & Evaluation Tools**			
SN	**Reporting Tool**	**Purpose**	**Format**
1	Site Support Visit	- Completed by the M&E team / RTO - (inflows and outflows)	PDF Excel Backend
2	RDQA Report	- Completed by the M&E - Tracks site-level assessment for compliance with data collection and reporting tools, across platforms and records any infrastructural needs.	PDF Excel Backend
3	Infrastructural Report	- Completed by the ECD Implementing Partner - Serves as a verification step for the infrastructure-related incident reports. - When a CPF completes an incident report & it is flagged as an infrastructural need, the RTO should be prompted to fill this out as a means of verifying the self-reported case.	PDF Excel Backend

All reports are designed to be role-based, ensuring only authorized stakeholders (e.g., CE Lead, Program Team, M&E) have appropriate visibility and access.

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4. External Interface Requirements

4.1 User Interfaces

- Mobile App UI (Android-first)
- Web Dashboard UI
- SMS/USSD text interface

4.2 Hardware Interfaces

- Android tablets
- Feature phones (via USSD/SMS)

4.3 Software Interfaces

- Potential integration with open-source LMS (e.g., Moodle)
- APIs for analytics and third-party evaluation tools
- API for integration with Google Sheets/Google Drive - allowing primarily for one way automated exports from the app to the google backend (near real-time/live updates)

4.4 Communication Interfaces

- REST APIs or other APIs for google sheets integration
- Offline-first architecture with sync
- WhatsApp Business API (if feasible) for one-way broadcasting and one-off reminders/alerts (two-way caregiver interaction is not required at this stage).

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5. Non-Functional Requirements

5.1 Performance Requirements

- App should work with limited or no bandwidth (as low as 2G)
- Must be able to capture data online/offline through a web browser.
- Dashboards should support up to this many concurrent users by year 5:
    - ECD workforce: 930 individuals
    - ECD: 83,100 individuals engaged through pop-ups
    - Accounts: 70,642 children
    - CE: 140,400 individuals engaged
    - MH: 170,214 individuals screened

5.2 Security Requirements

- Encrypted at rest and in transit - Encryption key management must remain under the control of IRD, with keys stored and managed by designated internal personnel. The system should support secure key rotation at defined intervals (such as quarterly/bi-annually) and provide audit trails of key access and usage.

- Regular audits and backups

- Consent-based data collection

5.3 Usability Requirements

- Designed for low digital literacy
- Multilingual support (English, Isizulu, Xhosa) Flexibility is important here. As we scale to other provinces, we need to be able to include the appropriate languages and translations.
- Audio-Visual aids and interactions
- Basic adherence to WCAG 2.1 accessibility principles (such as text alternatives, readable contrast, keyboard navigation) to support inclusivity. Full compliance is not mandatory at launch but the system should be designed with future alignment in mind.

5.4 Reliability and Availability

- 95% uptime for cloud components
- Offline-first functionality for apps and web browsers.
- Must be able to capture data online/offline through a web browser.

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6. Process Flows

This section outlines key workflows that the system must support, automate, or track. These flows form the foundation of how data is collected, actions are triggered, and reporting is managed in the KuyaKhanya project.

6.1 Child Enrollment & Registration Process

Trigger: Child and caregiver arrive at CPF site.

Steps:

1. CPF explains the KK project.
2. CPF collects and verifies:
   - Registration Form
   - Assent Form
   - Indemnity Form
   - Copy of birth certificate
   - Guardian ID
   - Immunisation chart
   - Medical certificate (if applicable)

     The system should bundle all required registration forms into a single event package, guiding CPFs through step-by-step completion. The package should include validation checks to flag missing forms or incomplete entries before enrollment can be finalized.

3. If incomplete → marked as “Not Enrolled”; CPF follows up.
4. If all documents complete → status: “Enrolled & Completed”. Share summary of status ‘counts’ with M&E team
5. A unique child ID is generated.
6. MEO is notified.
7. MH team is notified to initiate caregiver screening.

System Role:

- Form bundling by event
- Upload feature for documents with validation
- Auto-ID generation
- Status tracking
- Notification to MEO and MH teams

6.2 Attendance & Absenteeism Monitoring

Trigger: Daily/Weekly attendance updates.

Steps:

- CPF marks attendance daily.
- After 5, 10, 15, and 20 days of absence, the system automatically sends broadcast reminders (via WhatsApp or SMS) to caregivers. CPFs should not be required to manually trigger these reminders..
- At 20 days: CPF updates learner status to "Inactive" and notifies MEO.

System Role:

- Daily attendance form
- Absenteeism tracking alerts
- Auto-reminder scheduling
- Learner status updates

6.3 Incident Reporting Protocol

Trigger: Incident occurs at ECD site.

Steps:

1. CPF completes an incident report the same day.
2. CPF alerts ECD Lead and RTO via WhatsApp.
3. RTO and ECD Lead categorizes as Minor or Severe.
4. Severe → site visit and follow-up required.

The system must also log follow-up actions and resolution steps taken for each incident. This should include timestamps, responsible persons, and status updates (e.g., pending, in progress, resolved) to ensure a complete audit trail.

System Role:

- Incident form with severity flags
- Alerts to ECD Lead
- Follow-up action tracking with timestamps, responsible persons, and resolution status (pending, in progress, resolved)
- Audit trail for all updates related to each incident

6.4 Mental Health Screening SOP

Trigger: Caregiver / General Community Member consents to MH support.

Steps:

1. LMHC issues PHQ-4 and PIS
2. Sessions 1–5:
    - Assessment forms: PHQ-9, GAD-6, PC-PTSD
    - Counselling log updated
3. If scores do not improve → referral to psychologist.

4. If improvement → complete conclusion form and exit.

System Role:

- Session scheduling
- Form tracking and score comparison
- Counselling log
- Conditional logic (refer if scores unchanged/worse)

6.5 Missed Appointment Protocol

Trigger: Client misses MH appointment.

Steps:

- Week 1–4: Calls placed, outcomes logged
- If still non-responsive → home visit
- Final step: Mark as Lost To Follow Up (LTFU)

System Role:

- Call logs with time stamps
- LTFU status flag
- Daily summary updates

6.6 Community Engagement (CE) Activities

Trigger: CE lead organizes awareness session.

Steps:

- Upload: attendance sheets, agenda
- Complete weekly CE tool
- M&E team analyzes reach and impact

System Role:

- Form upload
- CE dashboard with reach metrics
- Weekly summary reporting
- CE activity data must link directly to project indicators, so reporting flows into the overall M&E metrics framework (such as reach, attendance, engagement disaggregated by gender/age).

Trigger: CE lead organizes knowledge acquisition activities.

Steps:

- Complete pre & post test form
- M&E team analyzes reach and impact

System Role:

- Form upload
- CE dashboard with reach metrics
- Summary Reports

8. Appendices

- A. Glossary of Terms
- B. Sample User Journey (e.g., CPF starting a play session)
- C. Proposed Tech Stack
- D. Project Partners & Roles

Annexure – B (Terms of Participation)

1. Introduction

These Terms of Participation should be read in conjunction with the RFP Documents.

2. Conduct

2.1 The Supplier must abide by these Terms of Participation and any instructions given in the RFP Documents and agrees to ensure that any of its directors, office holders, staff, contractors, sub-contractors and advisers involved or connected with this RFP abide by the same.

2.2 The Supplier must not directly or indirectly canvass any director, officer, employee, agent or adviser of the Company regarding this RFP or attempt to obtain any information from the same regarding this RFP (except where permitted by this RFP). Any attempt by the Supplier to do so may result in the Supplier's disqualification from this RFP process.

3. Collusive Behaviour

3.1 A Supplier must not (and shall ensure that its directors, employees, sub-contractors and advisers do not):

3.1.1 Fix or adjust any element of the Proposal by agreement or arrangement with any other person, except where such prohibited acts are undertaken with persons who are participants in the Supplier's proposal;

3.1.2 Communicate with any person other than the Company the value, price or rates set out in the Proposal, except where such communication is undertaken with persons who are participants in the Supplier's proposal; and

3.1.3 Enter into any agreement or arrangement with any other person, so that person refrains from submitting a Proposal.

3.2 Breach by a Supplier of paragraph 3.1 will give the Company the right to disqualify the Supplier from the RFP process.

4. Right to Cancel or Vary the Procurement

4.1 The Company reserves the right:

4.1.1 To change the basis of its procedures for the RFP without notice at any time;

4.1.2 To amend, clarify, add to or withdraw all or any part of the RFP Documents at any time;

4.1.3 To vary any timetable or deadlines set out in the RFP Documents;

4.1.4 Not to award a contract for some or all the Goods and/or Services for which Proposals are invited; and

4.1.5 To cancel all or part of the RFP process at any stage and at any time.

5. Status of the RFP Documents

5.1 No information contained in the RFP Documents or in any communication made between the Company and the Supplier in connection with the RFP shall be relied upon as constituting a contract, agreement or representation that any contract shall be entered into in accordance with the Proposal or at all.

5.2 The Company shall not be committed to any course of action as a result of:

5.2.1 Issuing any RFP Documents;

5.2.2 Communicating with Supplier or their representatives, agents or advisers in respect of this RFP.

5.3 The RFP Documents and any attachments or references have been prepared in good faith but do not purport to be a comprehensive statement of all matters relevant to the procurement nor has it been independently verified. Neither the Company nor its advisers, directors, officers, employees or other staff or agents:

5.3.1 Accept any liability or responsibility for the adequacy, accuracy or completeness of the RFP Documents; or

5.3.2 Make any representation or warranty, express or implied, with respect to the information the RFP Documents contain nor shall any of them be liable for any loss or damage (other than in respect of fraudulent misrepresentation) arising as a result of reliance on such information or any subsequent communication.

5.4 The Supplier shall form its own conclusions and make its own independent assessment of the requirements in this RFP and should seek its own financial and legal advice about the methods and resources needed to meet the Company’s requirements.

5.5 The Company does not accept responsibility for the Supplier’s assessment of the requirements of this RFP.

5.6 The Supplier is responsible at its own expense, for obtaining all information required to prepare its Proposal.

6. Costs

6.1 The Company will not reimburse any costs incurred by a Supplier (including the costs or expenses of any sub-contractors or advisers) in connection with the preparation and/or submission of the Supplier's Proposal, including where:

6.1.1 The procurement is cancelled, shortened, or delayed for any reason;

6.1.2 All or any part of the RFP Documents is at any time amended, clarified, added to, or withdrawn for any reason;

6.1.3 A contract for some or all of the goods and/or services for which Proposals are invited is not concluded; or

6.1.4 The Supplier and/or its Proposal is disqualified from participation in the procurement for any reason.

7. Confidentiality

2.1 Subject to the exceptions referred to in paragraph 7.2, the contents of the RFP Documents (together, the "**Information**") are being made available to the Supplier on the condition that the Supplier:

2.1.1 always treats the RFP Documents as confidential, unless it is already in the public domain;

2.1.2 does not disclose, copy, reproduce, distribute or pass any of the Information to any other person at any time or allow any of these things to happen;

2.1.3 only uses the Information for the purposes of preparing a Response (or deciding whether to respond).

2.2 A Supplier may disclose any of the Information to its employees, advisers or sub-contractors provided that:

2.2.1 this is done for the sole purpose of enabling the Supplier to submit a Response and the person receiving the Information undertakes in writing to keep the Information confidential on the same terms imposed by these Terms of Participation; or

2.2.2 it obtains the Company's prior written consent in relation to such disclosure; or

2.2.3 the Supplier is legally required to make such a disclosure.

2.3 The Company may freely disclose information submitted by Service Providers during the procurement to its officers, employees, group companies, agents or advisers but will otherwise, subject to paragraph 7.2(c), keep the information confidential.

8. IPRs

8.1 All RFP Documents issued in connection with this procurement shall remain the property of the Company and shall be used by the Potential Supplier only for the purposes of this procurement.

8.2 The Potential Supplier grants the Company an irrevocable, perpetual, non-exclusive licence to copy, amend and reproduce any intellectual property contained within the Proposal for the purposes of carrying out this procurement.

9. Law and Jurisdiction

9.1 Any dispute (including non-contractual disputes or claims) relating to this procurement or the RFP Documents shall be governed and construed in accordance with the laws of the Republic of South Africa.

9.2 The courts of the Republic of South Africa shall have the exclusive jurisdiction to settle any dispute or claim that arises out of or in connection with this procurement or the RFP Documents (including non-contractual disputes or claims).