

## TAJIKISTAN

### CALL FOR EXPRESSIONS OF INTEREST

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*GCERF invites Civil Society Organisations (CSOs) in Tajikistan to apply for funding to implement programme to develop a Digital Case Management System to ensure secure, coordinated, and evidence-based support for women and children vulnerable returnees from conflict zones.*

**APPLICATION DEADLINE: Sunday, 24 May 2026 - 11:59 PM (Dushanbe time)**

Established in 2014, the Global Community Engagement and Resilience Fund (GCERF) supports local initiatives to strengthen community resilience against violent extremism. Under its 2025–2028 Tajikistan Investment Strategy, GCERF prioritises the rehabilitation and reintegration (R&R) of women and children repatriated from conflict zones:

1. Strengthening local capacity for Rehabilitation and Reintegration (R&R) and case management
2. Rehabilitation and Reintegration (R&R) support for vulnerable women and children returnees

While the Government of Tajikistan has successfully repatriated numerous citizens, these individuals face complex socio-economic and psychological challenges. Current reintegration efforts are hindered by fragmented, paper-based case management, leading to inconsistent tracking and data security risks. To address these gaps, GCERF, in partnership with the General Prosecutor's office (GPO), is launching the development of a Digital Case Management System (DCMS) to ensure secure, coordinated, and evidence-based support for all vulnerable returnees. The system will build on existing systems to ensure full alignment.

#### Call for Expressions of Interest (EOI)

**Project title:** Centralised Rehabilitation & Reintegration DCMS

**Target applicants:** Civil Society Organisations (CSOs) in partnership with technical developers

**Total project budget:** up to USD 300,000 (Inclusive of software development, hardware procurement, and technical training for relevant IT staff and operational training for 50+ case workers and regional supervisors).

**Objective:** To develop and deploy a secure DCMS to enable authorised agencies to register cases, track interventions, and monitor reintegration outcomes for returnees and vulnerable groups using evidence-based, data-protected protocols.

#### 1. Core Software Requirements

The developer must provide a solution that meets the following functional benchmarks:

- **Centralised database:** A secure, web-based platform hosted on-site at GPO premises for master data management.
- **Remote data capture:** Mobile or tablet-compatible interfaces that allow field officers to enter data in areas with limited connectivity, with automated background synchronisation to the central server once a connection is established.
- **Automated workflow engine:** Digital tracking of the "case lifecycle" (intake, risk assessment, service referrals, and case closure).
- **Multi-agency referral module:** Secure "portals" for different ministries (Health, Education, Justice) to receive and update specific service requests without accessing the full case file.
- **Analytics dashboard:** Real-time reporting tools for GPO leadership to monitor reintegration trends and regional progress.

## 2. Data Security & Legal Compliance Security is the highest priority

The system must include:

- **On-premise hosting:** The software and all data must reside on physical servers within Tajikistan (no external cloud storage).
- **End-to-end encryption:** Advanced encryption for data both "at rest" (on the server/device) and "in transit" (during synchronisation).
- **Role-based access control (RBAC):** Granular permission levels ensure staff only see data strictly necessary for their specific role.
- **Audit trails:** Immutable digital logs that record every user action (who viewed, edited, or exported data) for accountability.
- **Compliance:** Full alignment with the 2018 Data Protection Act of Tajikistan and international humanitarian "Do No Harm" data standards.

## 3. Submission requirements

Interested CSOs must submit a Joint Capability Statement (max 6 pages), detailing:

- The CSO's experience in managing large-scale social protection projects.
- The Technical Partner's experience in building high-security, synchronisable database systems.
- A brief technical summary of the proposed security architecture and server setup.

### Prerequisites and Required Capabilities

<b>PREREQUISITE</b>
(i) Legal registration in the Republic of Tajikistan.
<b>REQUIRED CAPABILITIES</b>
(i) Proven track record in designing secure, web-based case or information management systems, including system architecture and UI/UX design.
(ii) Ability to build features for case intake, referral pathways, tracking, and role-based access control.
(iii) Expertise in cybersecurity standards (encryption, audit trails, secure hosting) and integrating "Do No Harm" data protection principles.
(iv) Demonstrated capacity to provide technical documentation, user training, and post-deployment support.
(v) Experience working with government or international bodies on sensitive data systems across multi-stakeholder environments.
(vi) Proposals must be submitted in English.

## Submission Process

EOIs must be submitted in English by **Sunday, 24 May 2026, 11:59 PM (Dushanbe time)** to [call.centralasia@gcerf.org](mailto:call.centralasia@gcerf.org) with the subject line: "TAJ – DCMS – [Organisation Name]"

### Required documents:

1. Joint Capability Statement (max. 6 pages detailing CSO and Technical Partner experience)
2. Registration documents in Tajikistan
3. Theory of Change in GCERF template
4. Completed Annex A (Application Form), including technical proposal
5. Completed Annex B (Details of your past projects)
6. Completed Annex C (Proposed budget)
7. Audited Consolidated Financial Statements for the last two years
8. Proposed Organisation Chart for the project
9. CVs of the Project Manager and Lead Software Engineer.

For clarifications, contact [contact.centralasia@gcerf.org](mailto:contact.centralasia@gcerf.org)

An online information session will be held on **Friday, 8 May 2026, 3:00 PM** (Dushanbe time) at the following link:

<https://teams.microsoft.com/meet/320330269576841?p=xMaZxNGojNMRDKpkXJ>

### Selection process

Applications will undergo:

1. Eligibility Check (within 3 days of deadline)
2. Committee Evaluation for quality and relevance (minimum score: 70)
3. Award decision based on merit and available funding

**GCERF reserves the right to fund one, multiple, or none of the submitted proposals.**