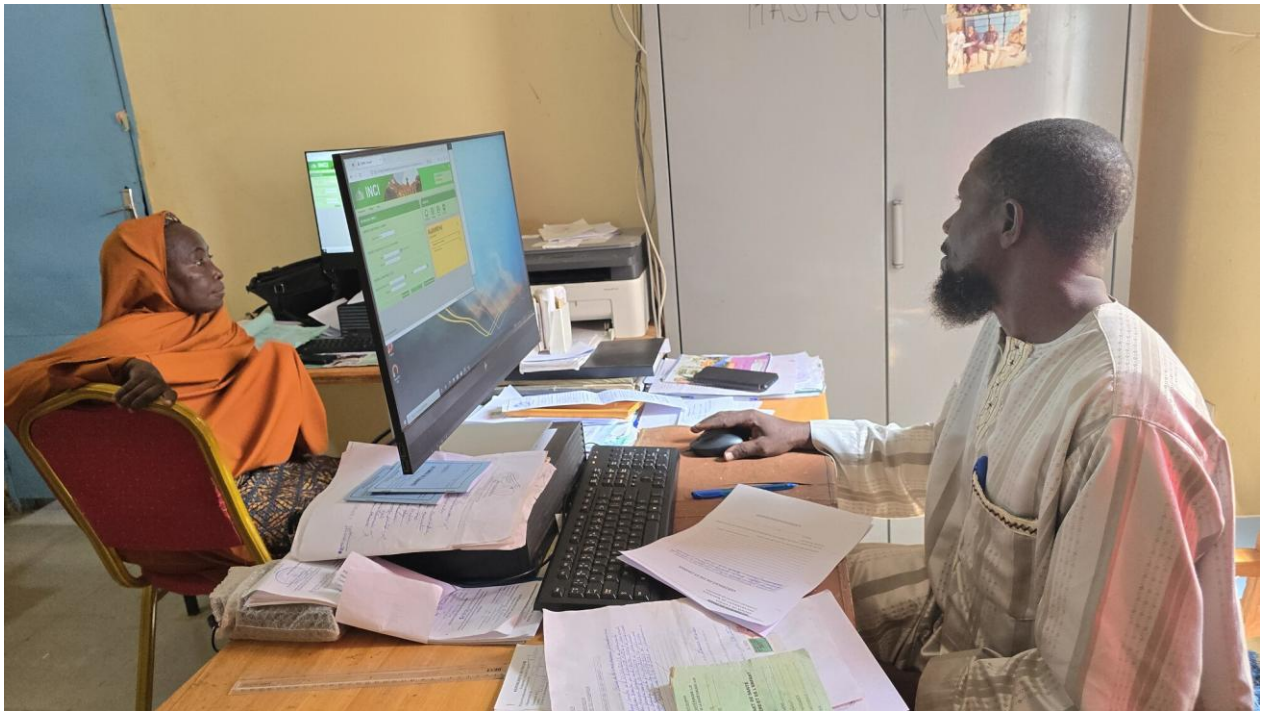


RFQ: AI Functionality for Individual Productivity in an NGO Context

NRC ICT



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Manually verifying civil documentation in Madaoua, Niger.

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1 Problem Statement

The Norwegian Refugee Council (NRC) is a large international NGO operating in over 40 countries to deliver services to people displaced by war and conflict. In this context, many of NRCs 15,000 staff work with large amounts of complex and sensitive data in many languages. Staff are expected to report both internally and to donors as well as being able to work with and interpret complex internal and external information.

Increasingly NRC staff are turning to consumer AI tools to assist in these knowledge-tasks. NRC is seeking quotations for a commercial product which will meet the needs of staff with advanced AI use cases. While providers may offer integrated enterprise solutions as part of the proposal, NRC is specifically seeking a product for approved individual use.

While NRC expects to select a single enterprise agreement for an initial set of over 500 seats, it is possible that multiple providers may be selected due to applicability to different use-cases.

Example use cases are further described in §4, below.

2 Requirements

The Bid Committee will evaluate proposed products and solutions according to the following requirements. This list is not exhaustive but represents a minimum set of criteria.

Please describe how you meet or address each of the following.

2.1 Technical

Requirement	Priority	Response
Prompts and input remain within the NRC tenant and are not used in general training or non-NRC responses.	Must	
GDPR compliant	Must	
Data is held and processed in Europe	Preferred	
Climate reporting is available (CO2, water, etc.)	Preferred	
Self-hosting: if there is an option to self-host, please describe.	Answer Required	
There is an API to the service	Preferred	
MFA/SSO Support. <i>NOTE: NRC uses Okta for identity and access management</i>	Must	
Complies with the EU's Artificial Intelligence Act. Please elaborate on any deviations.	Must	

2.2 Functional

Requirement	Priority	Response
Supports NRC's working languages: English, Arabic, Spanish, and French. Additional local languages of the locations where NRC works are an advantage.	Must	
Multi-modal: input and output.	Must	
Agentic: allows for the automation of tasks and can be connected to, for example, data sources and applications.	Preferred	
Allows for tenant-wide contextual information and rules such as the inclusion of NRC's style guide.	Preferred	
Multi-model: describe whether multiple models are available and whether it is automatic or user-choice to use, for example, Reasoning, Research, or a general model.	Answer Required	
Individual user memory: persistent conversation and pre-prompts.	Must	
Uptime and Support SLA	Must	
Compatible with and has interfaces to MS O365/Sharepoint	Preferred	
Availability of other, more specialised, tools/products such as for coding, big data, etc.	Preferred	

2.3 Commercial

Requirement	Priority	Response
Predictable pricing	Preferred	

Competitive pricing	Must
Non-profit engagement (pricing, grants, sector support, etc.)	Preferred
Support: set up, training, troubleshooting, etc.	Must
Limited legal risks: describe any current or pending lawsuits which may impact the service within the contract period	Answer Required
The developer or supplier does not currently sell, market, or develop military or security solutions nor is it developing such.	Preferred
Ability to true-up and true-down during contract period.	Must
A free trial period for evaluation	Preferred

2.4 Supporting Documents/Information

Please submit the following:

- Overview of the proposed product or solution.
 - Please include:
 - information on any guardrails, safeguards against bias, and other safety controls.
 - a description of how the model remains current and whether it can access real-time information from the internet.
 - what the focus of new development is.
- Pricing. Please include any volume or nonprofit discounts.
- If the supplier has a Social Impact or unit for engaging and supporting the nonprofit/NGO sector, please attach an overview and provide contact details. Support might include partnerships, grants, co-development, advocacy, or other forms of sector engagement.
- A list of locations where the product may not be used or where its use is significantly restricted, e.g., due to sanctions or supplier policy.

3 Process

- This proposal will be sent to selected suppliers on 14/04/2026.
- ALL submissions and correspondence should include:
ict.procurement@nrc.no
- Bidders will have 3 weeks to prepare and to ask clarifying questions.
- All responses must be received by 08:00 CET on 06/05/2026.
- NOTE: the evaluation may begin sooner if all invited responses are received early.
- Bids which do not include the required materials will be considered invalid.
- The NRC bid committee for this tender will evaluate the submissions. This process may take 2 weeks during which time suppliers may be asked clarifying questions or for additional materials.
- NRC will select a short list who will be invited to discuss and present their solution.
- If a preferred supplier is not immediately clear, one or more suppliers may be invited to set up a demo or pilot where select people can try the product in a structured and time-boxed manner.
- A final selection is expected no later than 01/07/2026.

4 Use-Cases

The following use-cases illustrate some of the ways that NRC are using consumer chatbots and AI tools today. These are included for illustrative purposes only and do not represent a complete nor sufficient set.

- Process unstructured data
 - Sally, a global competency lead, receives reports from numerous country programs in MSWord documents. She uses the AI tool to collate the data and suggest conclusions.
 - Sally then automates this routine task by using the selected tool to look for new documents each week, run the same analysis, and produce a report.
- Interpret complex report
 - Geoff, a policy specialist in Geneva, receives many large complex reports on regulatory changes and needs to brief the Senior Management Group by the end of the week. He uses the tool to summarize the report and to suggest which changes will have the most impact on the organisation.
- Writing assistant, non-native language
 - Paula is writing a proposal for a grant from the UK but English is her 3rd language. She uses the tool to help her re-write with a more professional tone for a British audience as well as assisting with structuring her argument.
- Provide guidance based on best-practices
 - Steve is deploying a new commercial tool and is having trouble configuring it. He shares the context and symptoms with the tool to get advice and specific instructions on the best way set up the tool in his situation.
- Draft Donor Reports
 - Carlos, a country program manager, must submit a quarterly report to multiple donors. He uploads monitoring data, activity logs, and field notes.
 - The AI tool helps draft the narrative sections of the report, highlighting key achievements, challenges, and lessons learned, which Carlos then reviews and edits before submission.
- Extract Insights from Field Feedback
 - Samuel, working in monitoring and evaluation, receives hundreds of qualitative responses from beneficiary feedback surveys and hotline transcripts.
 - He uses the AI tool to categorize themes, detect recurring concerns, and identify emerging protection risks so the program team can respond quickly.