
Request for Proposal (RfP)

Strategic Consultancy for Humanitarian Software Development based on Odoo Community

Date: 08 Aug 2025

About us

Malteser International (MI) is a global non-governmental organization dedicated to providing humanitarian aid to people in need across the world. With a workforce of over 1,000 employees, MI operates in 37 countries, managing 145 projects in collaboration with approximately 100 partner organizations. Within MI, the Transformation Team plays a pivotal role in driving digital innovation. Our mission is to help MI become more digitally empowered—enabling us to save lives and maximize our impact on those who suffer. We are committed to delivering meaningful value to the organization and creating delightful experiences for our staff through high-quality digital products.

Project Background

MI has historically been dependent on Microsoft Excel for managing programs and projects, and Microsoft Word for reporting and documenting standard operational procedures and best practices. As a result, there has been a lack of a unified source of truth, consistent standardized structure, standardized processes, and governance. Recognizing these challenges, MI has initiated the identification and prototyping of Program and Project Management tools. MI has completed an exploration of the community version of the ERP software Odoo, with a focus on the Project and Survey module. This exploration yielded MI's requirements for the Odoo Project software, user stories, epics, a data model, user roles, and a proposed implementation path.

During a previous development phase, we created and deployed a prototype of customized Odoo Project and Odoo Survey modules. This version, named Project and Portfolio Management (PPM module), established a strong basis for structuring logical frameworks (logframes), linking essential components like outcomes, outputs, indicators, and data entry.

In addition to the PPM module, MI aims to expand the digital ecosystem through a modular approach. The next priorities of main processes, that must be supported by digital tools, are Pipeline Management (project and sales pipeline) and Supply Chain Management.

Pipeline Management is designed to support the full project lifecycle, especially ideation and approval—from the initial project idea or identified opportunity through qualification, proposal submission, and ultimately handover to project implementation (PPM system). The system will serve as a central repository for key project data, including thematic focus, geographic scope, donor requirements, and internal resource planning. A critical feature will be the integration of a “sales pipeline” functionality, enabling MI to assess and monitor the probability of proposal

success, thereby improving strategic decision-making and resource allocation. Pipeline Management will not only support project management workflows but also eventually act as a foundational element for MI's financial planning and forecasting processes.

Supply Chain Management (SCM) at MI will cover all logistics and procurement processes across global operations. This includes procurement planning and execution, fleet and asset management, warehousing, and partner/vendor relationship management. The SCM system should ensure these processes are standardized, transparent, and aligned with MI's compliance and accountability standards. The system will also enable real-time tracking and reporting, enhance operational agility and strengthening donor confidence.

Overall Objective and Scope

It is expected that the consultancy acts as strategic advisor, as technical project lead for software development projects and link between MI and third-party software developers (specialized in Odoo). Key responsibilities include:

- Provide clear strategic and technical guidance for the overall Odoo module implementation and the technical steering of third-party developers.
- Support MI in the optimisation of existing MI business processes to make them fit for purpose for the respective Odoo modules
- Take over the role as technical project lead representing MI's interests
- Support MI in defining the MVP specifications for each Odoo module
- Technical and functional sparring with third party software developers and MI
- Prioritize the Backlog, Use Cases and tasks in collaboration with MI
- Quality Assurance of development outputs in collaboration with MI
- Support in tender processes for each MVP/module

Expected Deliverables

At the end/during of the development phase for each module the partner is asked to provide deliverables below. The main tasks "circle around" the major project phases listed below per each module. Considering the project set-up.

The partner is asked to specify the deliverables and activities within their proposal.

Key deliverables in collaboration with MI:

- Initial (gap-)analysis of existing process and requirements documentation mapped to Odoo module specifications (feasibility analysis)
- Aligned project roadmap for all considered modules
- Module documentation: functional and technical description of implemented solutions
- MVP specifications
- Collaboration framework
- Tender documents and supplier evaluation

- Concepts and test descriptions for user acceptance testing and technical tests incl. acceptance protocols for MVPs and Odoo modules after successful testing
- Training concepts & materials with focus on key user training
- Consultancy reg. contracting with third party developers

Project Phases:

1. Finalizing PPM.
 - Rebuild WebApplication or use equally functional open-source solution
 - Tender
 - MVP specification
 - MVP Development on Odoo v.19
 - User testing
 - User training
 - Go-live & rollout
2. Pipeline Management Tool Development
 - Tender
 - MVP specification
 - MVP development
 - User testing
 - User training
 - Go-live & Rollout
3. Supply Chain Management Tool Development.
 - Tender
 - MVP specification
 - MVP development
 - User testing
 - User training
 - Go-live & Rollout

Note: Requirements for the Pipeline Management module have already been defined internally by MI. Requirements for the Supply Chain Management module are pending and will be assessed during the ongoing MVP development phases of PPM and Pipeline Management. The PPM module is expected to be significantly more complex than other modules due to its scope and the intricacies of MI's project management and monitoring processes and dependencies.

MI reserves the right to adjust the scope of engagement based on evolving internal and external conditions.

Approach and Methodology

MI will assign subject matter experts (SMEs) for each module. For the PPM module, the SME will be fully dedicated and act as the business-side project lead. The other SMEs will be involved to a lesser extent, depending on the module and phase. Additionally, MI will appoint an overarching project manager responsible for cross-module coordination and budget oversight.

The consultancy is expected to propose collaboration models and governance structures suitable for managing this multi-module, multi-stakeholder initiative.

MI will provide all necessary data and findings (code audit, indicator library, findings of workshops, tool requirements and process charts, etc.) as requested by the consultancy.

Intended timeframe

MI is seeking for a collaboration from end of September 2025 until end of 2026. Interested consultants are asked to provide their roadmap to tackle the challenge with tangible activities mapped to thematical streams based on information given in this document.

Required Qualifications and Expertise

MI is seeking for operational excellence and great personal fit.

Essential qualifications:

- Demonstrated capacity and experience in leading Odoo software development projects
- Technical expert knowledge in various Odoo modules
- Demonstrated skills in roles as strategic advisors/consultants
- Demonstrated skills in multi-project management and stakeholder management
- High English language proficiency (spoken and written), German is an asset
- Experience of working with NGOs / non-profit
- Demonstrated oral and written communication and presentation skills

Expression of Interest

We invite **Odoo-specialized service providers** to submit comprehensive proposals for this project. Proposals should include:

- The partner's excellent competence within the addressed context (e.g. case studies, references, proven record of successful projects)
- The partner's understanding of MI's challenge space including an approach how to tackle/address it with tangible activities

- Detailed implementation approach
- Conceptual and financial breakdowns per module (SCM, PPM, Pipeline Management)
- Collaboration model between MI, the consultancy, and third-party developers
- Commitment to supporting the full lifecycle of the PPM module (including WebApp) and subsequent modules
- Curriculum vitae of the team members detailing in relevant experience

MI is seeking a long-term partner for implementation and strategic guidance across modules—not a consultancy limited to advisory services for a single module.

Please refrain from sending flowing text documents and extensive standard slide decks with more than 20 slides. Showing individuality is welcome.

Offers must be submitted electronically to the contact person below. The process is as follows:

- Submission phase: 11.08.-22.08.2025
- Evaluation phase by MI: 22.08.2025-29.08.2025
- Pitch phase: 27.08.-28.08.2025
- Final decision: 29.08.2025
- Project start: 22.09.2025

Questions regarding this call for proposals may be submitted via email until 15 August 2025. Responses to all questions received will be collectively provided by 19 August 2025. Please note that MI will not respond to inquiries related to budget details or any topics that could compromise the neutrality of the selection process. Please find the criteria for selection below.

Malteser International reserves the right to invite shortlisted applicants to participate in interviews or present their proposals in a pitch format as part of the evaluation process.

Contact person at Malteser International:

Malte Jess

Global Digitalization Manager

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51103 Cologne/Germany

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Deadline for submission: 22.08.2025

Selection Criteria

Category	Criterion
Technical Expertise & Experience	Odoo Expertise
	Strategic Advisory Experience
	NGO/Non-profit Sector Experience
	Multi-Project Management Skills
Team Composition & Qualifications	Team CVs
	Language Proficiency
Methodology & Approach	Understanding of MI's Challenge Space
	Implementation Strategy
	Collaboration Model
	Tender Management
Deliverables & Quality Assurance	Backlog & MVP Definition
	Quality Assurance
Financial & Contractual	Cost Breakdown
	Value for Money
	Budget Detail & Realism
	Contractual Terms & Risk Sharing