

PROCUREMENT CAPABILITY STATEMENT

VoiceInsights Africa

What we do, what we hold, and what requires an independent party

“Every Voice. Every Language. Every Insight.”

VERSION

1.0

PUBLISHED

2026-09-21

DOCUMENT

VIA-CAP-PROCUREMENT

AUDIENCE

Public · Procurement

Corporate snapshot

VoiceInsights turns community and field evidence into traceable, decision-ready institutional intelligence.

LEGAL AND TRADING NAME	PLATFORM	HEAD OFFICE	SECTOR	DELIVERY MODELS	APPLICABLE LAW
VoiceInsights Africa	VoiceInsights Workspace	Dar es Salaam, Tanzania	Research, data collection, M&E and decision intelligence	Managed research · Technology-enabled · Enterprise platform	Tanzania Personal Data Protection Act, No. 11 of 2022

The full profile. This brief is drawn from the [Company & Capability Profile 2026](#), which carries every capability, its registered status and its limits in full. Where the two are read together, the profile governs.

Core capability areas

RESEARCH AND SURVEYS

36 commissionable study types across 8 categories.

QUALITATIVE RESEARCH

Interviews, group discussions and consultations as formats within one governed qualitative model.

MONITORING AND EVALUATION

Baseline, midline, endline, programme monitoring and review, reported descriptively.

FIELD DATA COLLECTION

Offline-capable field operation with assignment, validation and supervisory review.

MULTI-CHANNEL COLLECTION

6 registered routes into one governed pipeline.

MULTILINGUAL AND VOICE

Language capability answered on six independent axes, published per language.

ANALYTICS

Governed analysis with human review; AI assists and never authorises.

REPORTING

Publication-grade outputs in six formats with evidence lineage.

INTEGRATIONS

Stated at implementation state, never above it.

Platform, research and reporting capability

COLLECTION ROUTE		STATUS
Phone Call		Proven
WhatsApp		Proven
SMS / Feature-Phone Fallback		Proven
Web Platform Link		Proven
Offline Mobile Application		Proven
Email		Proven
INTEGRATION		STATE
Channels		Live
Offline app		Live
Email delivery		Live
Rest api		Configured per deployment
Exports		Configured per deployment
Sso		Configured per deployment
Scim		Configured per deployment
Bi tools		Configured per deployment
Instrument import		Format implemented, never connected
Dhis2		Format implemented, never connected

PDF
DOCX
PPTX
XLSX
CSV
JSON

Governance and security position

Applicable law

Implementations are designed to support obligations under Tanzania's Personal Data Protection Act, No. 11 of 2022, alongside the applicable agreement. Where a programme falls under the EU GDPR or another regime, those obligations are assessed and documented during implementation. No independent assessment of GDPR alignment has been carried out, and none is claimed.

Implemented controls

Authentication, scoped authorisation, encryption in transit and at rest, tenant isolation, auditability, retention and deletion, and published subprocessor and processing-location registers.

Held by no one here. Voicelnsights holds no SOC 2 report, no ISO/IEC 27001 certificate, no independent penetration test and no independently audited accessibility conformance. Each is listed in the procurement pack as requiring an independent party. Accessibility is a design target of WCAG 2.2 AA measured with automated testing at four viewports plus targeted manual checks — a measurement, not a conformance claim.

The evaluation boundary. Most evaluation commissions use the OECD-DAC criteria. Our evidence base supports relevance, effectiveness and sustainability, and efficiency where the programme supplies its cost figures. It does not establish impact: a DAC impact finding needs a counterfactual, and the analytical engine refuses causal inference by name. Impact and coherence are an independent evaluator's judgement; we supply the evidence they reason from. Naming the criteria is not a claim of accreditation — no such accreditation exists for a platform.

Contracting and document availability

ENGAGEMENT ROUTE	WHAT IT SUITS
RFI / EOI	Early market engagement; we answer at capability level and name what requires an independent party.
RFP / Tender	A specified study or platform requirement, with the standing documents supplied from the procurement pack.
Framework agreement	Repeat commissioning across programmes or countries under agreed terms.
Pilot	A bounded first study, scoped so the result is usable whether or not it continues.
Annual platform agreement	The Workspace as institutional capability, with implementation and support.

Public information

15 standing documents are published and can be supplied immediately: capability statement, platform overview, research modes and limits, language capability, integration status, security overview, trust register, subprocessors, data protection, responsible AI, accessibility, support model, service levels, implementation approach and commercial model.

On request, or not held

A vendor due-diligence response pack is available on request. A data processing agreement and a business continuity plan are in preparation. A further 6 documents require an independent party: we hold none of them, and each is listed at that state rather than promised.

Bank details, tax certificates, internal policies, staff records, contracts and client references are not published here and are handled inside a procurement process.

Request a Demo

voiceinsightsafrica.com/contact

Request a Proposal

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Contact us

“Every Voice. Every Language. Every Insight.”

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Derived from the Company & Capability Profile 2026 and the governed capability registries. 126 master claims audited; 39 excluded as future or withheld.