Terms of Reference

Information and Cyber Security Consultancy Services

The Danish Refugee Council assists refugees and internally displaced persons across the globe: we provide emergency aid, fight for their rights, and strengthen their opportunity for a brighter future. We work in conflict-affected areas, along the displacement routes, and in the countries where refugees settle. In cooperation with local communities, we strive for responsible and sustainable solutions. We work toward successful integration and whenever possible – for the fulfilment of the wish to return home.

The Danish Refugee Council was founded in Denmark in 1956, and has since grown to become an international humanitarian organization with more than 7,000 staff and 8,000 volunteers. Our vision is a dignified life for all displaced. All of our efforts are based on our value compass: humanity, respect, independence and neutrality, participation, and honesty and transparency.

Operating since 2004 in Lebanon, DRC has addressed the needs and rights of vulnerable populations, working initially with Palestinian refugees (since 2004), Iraqi refugees (2007-2010), Lebanese IDPs (during the 2006 conflict), migrant domestic workers (since 2009) and, since 2011, responding to the Syrian refugee crisis.

DRC Lebanon is currently delivering programming in protection, basic assistance, livelihoods, and community development interventions. This myriad programming seeks to address the immediate needs of displaced populations and concurrently support vulnerable host populations. DRC has three offices spread throughout Lebanon in, Beirut, the Bekaa and North (Halba). For further information about DRC, please refer to our website: https://drc.ngo/

Objectives:

Some of the Danish Refugee Council's interventions are designed to improve protection and effectiveness of the humanitarian response in Lebanon by enhanced coordination through joint analysis, planning and response. DRC Lebanon has developed a beneficiary centric integrated system for three main sectors Protection, Economic Recovery, and MEAL along with humanitarian common platform to manage referrals between partners in Lebanon. The Referral Information Management System "RIMS" has the capacity to generate two categories of valuable data that can be used to improve humanitarian response: 1) information on the effectiveness and timeliness of referral processes and 2) gaps in service provision across sectors. To that end, DRC will analyze aggregated information from RIMS partners to produce analysis on relevant trends and gaps. In relation to trends, for example, RIMS can support the identification of bottlenecks at each step of the referral process and DRC can present this data at inter-agency meetings to discuss potential ways to address them. Additionally, RIMS can support analysis of gaps, for example, by cross-referencing needed services against those actually received, and incorporating gender, age, nationality, time and sector variables into the analysis, DRC will have the capacity to capture relevant trends and gaps in service provision. In addition, RIMS has the capacity to link to other online platforms through API.

DRC is seeking to appoint an **Information and cyber Security Consultant** for the following:

Annex C

The Information Security Consultant is responsible for assessing, analysing and ensuring proper management and protection of beneficiary data processed in DRC Lebanon through DRC's Information Management Systems ALPHA and the Referral Information Management System "RIMS" in adherence to humanitarian and protection principles. Alpha and RIMS are both online systems hosted on the cloud. RIMS is being used by more than 90 organizations to manage and track internal and external referrals within and across sectors. Also, the information security consultant is responsible for drafting data protection SoPs, and finally he/she should answer audit questions, and advise on security improvements recommendation along with detailed written guidelines.

Responsibilities:

- In consultation with Programme Managers, IT, IM,and the RIMS team, the consultant will develop, review and update -when necessary- security polices for both Alpha and RIMS including security of personal data, and sharing data with partners;

- Tests the security of ASP.net published versions by DRC's Information Management Consultant. The ASP.net published version is hosted on an UBUNTU server on Azure cloud services using Apache2 service.

- Assesses the current server hosting plan, data storage and management of servers;

- Assesses the functionalities and features of Alpha and RIMS related to data security driven from global systems such as CPIMS+ and GBVIMS+

- Tests security vulnerabilities using different accredited tools in Alpha and RIMS to expose system's shortcomings and flaws, and use the results to improve security and prepare for outside attacks on monthly basis. Additinally recommends good practices to keep IM Systems secure, produces monthly security snapshots, and quarterly full security reports.

- Supports IM and IT teams in answering cyber security and security audit questions.

- Provides DRC's Lebanon IM Team with basic tools to test security vulnerabilities at application, server and database levels and creates procedures in case a data breach is detected;

- Create data security checklist to gauge if essential practices are in place in programme(s), on how to process data and information in a secure manner;

- Create backup and recovery plans for online systems and databases;

- Recommends longterm plan and solution to keep the IM System secure.

- Other duties as agreed with the Information Management Manger in line with objectives above and weekly work plans.

Deliverables:

The consultancy work is expected to start in <u>July 2021</u> for duration between 60 days and not to exceed 100 days (7 working hours per day) 19th July 2021 – 31st March 2022.

It is expected to start the consultancy by reviewing DRC's information and data SOPs, and them to assess on regular basis the information management systems that DRC has. Additionally, advise on measers that should be taken to overcome identified security issues.

Sample workplan design and stages (per project):

Deliverables	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
In consultation with Programme Managers, IT, IM,and RIMS teams develops, reviews and updates -when necessary- security polices for both Alpha and RIMS including security of personal data, and sharing data with partners;		X	X	X					
Assesses the current server hosting plan, data storage and management of servers;	X								
Assesses the functionalities and features of Alpha and RIMS related to data security driven from global systems such as CPIMS+ and GBVIMS+	X								
Tests security vulnerabilities using different accredetied tools in Alpha and RIMS to expose system's shortcomings and flaws, and use the results to improve security and prepare for outside attacks on monthly basis. Additinally recommends good practices to keep IM Systems secure, produces monthly security snapshots, and quarterly full security reports.	X	X	X	X	X	X	X	X	X
Supports IM and IT teams in answering cyber seurity and secuity audit questions.	X								
Provides DRC's Lebanon IM Team with basic tools to test security vulnerabilities at application, server and database levels and creates procedures in case a data breach is detected;							X	X	
Creates data security checklist to gauge if essential practices are in place in programme(s) on how processing to process data and information in secure manner;	X			X	X				
Creates backup and recovery plans for online systems and databases;						X	X		
Recommends longterm plan and solution to keep the IM System secure.									X

Documents to be submitted

- A **technical proposal**, reflecting the *timeframes required as per the above phases* outlined in the consultants own words on the above phases and objectives, tasks and methodology. The proposal should mention consutlant's previous relevant expereince on similar assignments and/ or experience with NGO's or IT companies for Information and Cyber Security. There is no minimum or maximum length for the technical proposal, but sufficient detail and clarify are required. Bidders may be asked to provide additional information at the proposal assessment stage.
- Updated CV
- A **financial proposal "Annex F"** showing financial information to the above table, daily rates, design per project stages, supplier can provide additonal information or clarification of prices (breakdown) in the financial form.
- Annex A: Supplier code of conduct signed and stamped
- Annex B: Tender and Contract Award Acknowledge Certificate
- Annex C: ToR signed and stamped
- Annex D: Supplier registration form signed and stamped
- Annex E: General Conditions of Contract, signed and stamped

Experience and technical competencies:

- 3-4 years of experience in Information Security.

- Advanced understanding of computers and software as well as programming and other technologies.

- Knowledge of CPIMS+ and GBVIMS+

- Experience in online hosting services on the cloud (Azure, Amazon...);

- Experience in performance tuning and index maintenance to meet/support needs of in-house development team.

- Experience in relational database management systems, preferably PostgreSQL.

- Experience in configuring Linux servers and web servers such as Apache2 and Tomcat.

- Knowledge of fault detection and resolution processes.

- Ability to communicate effectively with a variety of stakeholders including technical/non-technical audiences.

- Experience in humanitarian/development data management needs essential.

Education: (include certificates, licenses etc.)

- Bachlor degree (or equivalent experience) in computer science, information technology, computer engineering, or other relevant field.

Languages:
Full proficiency in spoken and written English and Arabic.

Annex C
Key stakeholders: (internal and external)

- Information Management Unit
- Information Management Manager
- Information Management Consultant
- IT Officer
- RIMS Team
- Regional IT Specialist
- Regional Information Mangement Sepcialist

Location:

Based on the above timeframe for outputs and deliverables table, the consultant will be executing his/her tasks either at DRC office in Beirut with some travels to DRC offices in Bekaa and North when there are meetings or from home when the task does not require physical precence at DRC office. DRC will be responsible for managing the transportation from Beirut to the field and vice versa.