**Scope of Work**

**1- Background**

Mercy Corps exists to alleviate suffering, poverty, and oppression by helping people build secure, productive, and just communities. The agency pursues its mission through emergency relief services, sustainable community development, civil society and economic development initiatives. Mercy Corps has been present in the Middle East since the 1980s and currently works in Yemen, Lebanon, Palestine, Jordan, Syria, and Iraq.

Working in Lebanon since 1993, Mercy Corps has implemented community development programs focused on promoting economic development and increased opportunity for disadvantaged communities, while responding to emergencies as they emerged in the country. In 2012, the program portfolio shifted in response to the massive refugee influx from Syria and Mercy Corps in Lebanon has solidified its emergency response programming while integrating longer-term development programming by focusing on key sectors: Protection, Water Sanitation and Hygiene (WASH), Governance and Conflict, and Livelihoods.

**2- Program Description**

The “Fostering Resilience by Strengthening Abilities III” (FORSA III) program is a 1.3 million euro one-and-a-half-year (Jun 2023 - Dec 2024) program focusing on strengthening employment pathways within the digital economy. The program aims to facilitate access to employment through a holistic and integrated approach that builds the skills of young people aiming to increase their work readiness, while strengthening the capacities of the private sector to absorb and retain the skilled workforce. Hence, the program targets youth between the ages of 16-34 from Lebanese, Syrian and Palestinian communities; as well as key market actors such as co-working spaces, digital and agro-food businesses and TVET institutes - in targeted areas of Beirut-Mount Lebanon, Tripoli and Bekaa

The primary objectives of the program are that:

* The digital community is more market-responsive and conducive to income-generating pathways for young women and men.
* Local small and medium enterprises (SMEs) and institutions can start, sustain or grow their business operations.

Under the program, Mercy Corps has selected a digital SME in need of General Data Protection Regulation (GDPR) Compliance services. The SME is a dynamic tech start-up offering HR solutions through mobile and web applications

**3- Description of the Required Services**

Mercy Corps is seeking to contract a service provider / consultant / company to collaborate with the SME development team to ensure that their backend systems and database infrastructure are designed, built, and operated in compliance with GDPR requirements

**4- Required tasks from the service provider**

* Conducting a thorough assessment of the SME’s to-be-developed backend architecture and database design to identify potential privacy risks and compliance gaps.
* Providing guidance and best practices for integrating GDPR principles into the backend development processes, including data minimization, purpose limitation, and data subject rights.
* Implementing technical measures to enhance data security and protect against unauthorized access, disclosure, or loss of personal data.
* Developing and implementing data retention and deletion policies to ensure that personal data is retained only for as long as necessary and securely disposed of when no longer needed.
* Integrating mechanisms for obtaining and managing user consent within the backend systems, including granular consent management and consent revocation mechanisms.
* Assisting with the development and implementation of privacy-enhancing features and functionalities, such as pseudonymization, encryption, and anonymization.
* Providing training and support to the SME’s development team on GDPR compliance requirements, best practices, and implementation strategies.
* Conducting regular audits and assessments of the backend systems and database infrastructure to monitor compliance, identify potential risks, and implement necessary remediation measures.
* Outlining the necessary technical and nontechnical procedures to confidently assert that the company is GDPR compliant
* Serving as a trusted advisor and resource for ongoing GDPR compliance efforts, providing guidance, support, and expertise as needed.
* Provide a final report documenting the policies adopted, measures taken, as well as recommendations and next steps.
* *All sessions need to be documented through notes and action points.*
* *If a session is held online it needs to be recorded.*
* *All tools developed shall be sent to MC for approval prior to sharing it with the business.*
* *The consultant will inform the MC team if an upcoming session will be held online or in person.*
* *The consultant will inform the MC team about the upcoming session 3 working days before the set date.*
* *The consultant shall have a weekly phone check-in with the MC team to communicate progress and challenges as well as through a bi-weekly email*

**5- Submittals:**

The service provider should submit the following documents:

* Company/Consultant Profile (detailing profile of the applicant and experience in GDPR compliance, particularly as it relates to tech companies, backend development and database infrastructure)
* Consultant CVs (CVs of personnel to be assigned to the project - CVs should reflect specific experience in GDPR principles, regulations, requirements, with a focus on backend development and database management)
* List of similar projects conducted plus a list of references for similar projects conducted (at least 3 references with names, phone numbers, and brief on consultancy conducted)
* Suggested methodology (include suggested tools or materials to be used, if any)
* Fill the below costing table with all relevant costs associated with the SOW

|  |  |
| --- | --- |
| Service | Cost in USD |
|  |  |
|  |  |
|  |  |
|  |  |
| Total Cost (Including VAT) |  |

**6- Selection Criteria**

The service provider is expected to meet the following qualifications:

* A proven track record in successfully assisting organizations in designing, building, and operating GDPR-compliant systems.
* Extensive experience and expertise in GDPR compliance, particularly as it relates to tech companies, backend development and database infrastructure.
* In-depth knowledge of GDPR principles, regulations, and requirements, with a focus on backend development and database management.
* Strong technical skills and proficiency in relevant technologies, frameworks, and tools used in backend development and database administration.
* Effective communication skills and the ability to collaborate closely with development teams to integrate GDPR compliance into backend, front-end and marketing development processes.

|  |  |
| --- | --- |
| **Evaluation Criteria** | **Score** |
| Company Profile and Previous Experience | 20 |
| Consultant CVs | 20 |
| List of similar projects conducted plus references | 15 |
| Suggested Methodology | 25 |
| Budget | 20 |
| **TOTAL** | **100** |