<u>Request for Proposal</u>

For **Information Management Consultant**

FOR

DANISH REFUGEE COUNCIL (LEBANON)

Request for proposal (RFP) BEY/20/005	
Name of the organization	Danish Refugee Council
Date of issue	8th of June 2020
Last date and time for receipts of bids	15th of June 2020 at 14:00 pm (Beirut time)
Address for the submission of proposals	By email at: LBN-Procurement-RFP@drc.ngo
Address for queries	By email at: LBN-Procurement-RFP@drc.ngo

Background: As the Syrian Crisis enters its seventh year, close to four million displaced Syrians are living in neighboring countries. Lebanon has absorbed 1.2 million Syrian refugees, which has resulted in mounting pressures on overstretched public infrastructure, services, and resources. Hosting populations have progressively suffered from declining living standards, livelihood opportunities and access to quality basic services as the crisis has moved from an emergency state to its current protracted situation. Initial charitable sentiments and generosity toward the refugee populations are eroding and growing social volatility in the region is contributing to inter-communal tensions, political unpredictability, and economic stagnation. While the Syrian influx has exacerbated socioeconomic cleavages in both Lebanon, it has certainly not created them and renewed attention on addressing the root problems of these challenges is needed to move beyond the short-term gap-filling assistance that has characterized the Syria Crisis response to date. Women and youth are disproportionately affected and opportunities to access sustainable livelihoods and participate in public debate and policy decisions are particularly limited, leading to growing frustrations. Recent reports have highlighted a generalized discontent among refugees and host communities with regard to the international and national responses to the crisis across the region, citing in particular a lack of transparency in aid provision, weak impact on preparation for future crises as well as low levels of community input in aid planning and delivery.

For further information about DRC, please refer to our website: www.drc.ngo

The Project:

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.

Specific Objective and Responsibilities:

DRC is seeking to appoint an **Information Security Consultant** (individual or firm) for the following:

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 50 organizations to manage and track internal and external referrals within and across sectors.

- In consultation with Program 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;

- 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. Additionally 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 program (s), on how to process data and information in a secure manner;

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

- Recommends long-term 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.

Timeframe for Outputs/Deliverables: 33 days (7 seven working hours per day) 20th June 2020 – 31st March 2021. Number of days might increase based on new funds availability.

Deliverables	Jun -20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21
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	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				
Creates backup and recovery plans for online systems and databases;							X	X		
Recommends longterm plan and solution to keep the IM System secure.										X

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.)

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

Languages: (indicate fluency level)

Arabic – Advance fluency level

English – Advance Fluency level

Key stakeholders: (internal and external)

- Information Management Unit
- IT Officer
- Sector Managers
- RIMS Team

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.

To Apply:

Interested applicants should submit the following:

The **technical proposal** must include

- Detailed CV
- Relevant experience
- Confirmation on the availability corresponding to the list of deliverables stated above.
- Relevant feedback / references from previous clients

The **financial proposal** must specify the following:

The costs for the services requested in the deliverables is per day

The Costs should be provided in **USD**.

The Consultant shall be wholly responsible for all taxes, national insurance or other contributions, which are or may be payable out of, or as result of the receipt of, any fees or other monies paid or payable in connection with this Agreement. The Consultant shall accordingly indemnify and hold DRC harmless against all taxes (including VAT), national insurance or other contributions, costs, claims, penalties, interest, expenses or proceedings arising out of or in connection with such taxes and contributions.

The Consultant should notify DRC of his/her registration for VAT, and provides VAT invoices in respect of the Consultancy services if applicable.

Instructions for Submission of Bid

There are two methods for submitting bids:

- **Hard Copy**: One original copy of your proposal in a <u>sealed envelope</u> clearly marked with **RFP no: BEY/2020/005 and the Consultant name**.
The sealed envelope must be deposited into the *DRC Tender Box* to the address below *before the RFP Closing Date and Time.*

  Paragon Building, 3rd Floor, above Body Garage gym, Alfred Naccache Street, Achrafieh, Beirut, Lebanon.

  It is the bidder's responsibility to ensure that the sealed envelope is deposited into the Tender Box.

- **By Email:** Email submissions will be accepted and must be sent to the following address: LBN-Procurement-RFP@drc.ngo quoting, RFP# BEY/2020/005, in the Subject line.
RFPs must be received in the email inbox by the closing deadline.

The closing date for submission of proposals is on 15th of June 2020 at 14:00 pm <u>(local Beirut time).</u>

Any bids received past the deadline will be disqualified.

All related questions should only be addressed to LBN-Procurement-RFP@drc.ngo.

Bids submitted by mail or courier are done so at the bidder's risk and DRC takes no responsibility for the receipt of such bids.
All bids received in pencil will be disqualified.

Validity of Offer

Your bid must be valid for a minimum of 30 days from the date of the RFP closing date. Bids not meeting the Bid Validity Period may be disqualified. DRC will attempt to notify all suppliers of the outcome of their proposals as soon as possible after evaluation.

Evaluation of Bids

All Bids received and accepted will be evaluated on a 'line item' basis as follows:

a) *Administrative Evaluation:* Evaluated to ensure compliance with all the RFP requirements and to ensure that all Bids and calculations are readable and acceptable and includes:
- *Signed Code of Conduct*

- *Supplier profile registration form*

b) *Technical Evaluation:* All Bids received will undergo a Technical Evaluation based on 'cumulative bid score' as stated below:

Generic Technical compliance:
• Technical/Finance proportion 70/30
• Minimum passing technical score 40

The technical criteria for this RFP and their weighting in the technical evaluation are:

Technical Criteria #	Technical Criteria	Technical Weighting
1	Required documents have been provided and instructions have been followed	20
2	Experience in information Security polices, testing, and generating reports	50
Financial		
Financial proposal / quotation		30

*Out of the maximum 70 points that can be given for the Technical evaluation, bidders must obtain a minimum score of at least 40 in order to proceed to the financial evaluation. Only then will the financial offer be evaluated and reviewed against the technical offer.

c) Bids that comply with the requested items, specifications, and delivery conditions will be classed as 'responsive' (acceptable). Only Bids classed as 'responsive' (acceptable) will progress onto the 'Financial Evaluation' and will be shortlisted. 'Non-responsive' bids (not-acceptable Bids) will no longer be under consideration at this stage.

d) *Financial Evaluation:* All 'Responsive' Bids will undergo a Financial Evaluation based on proportion 70/30 where 30 is the weighted percentage of price offer.

Note: Shortlisted suppliers complying the technical and financial requirements may be asked for an interview with the responsible manager and supplier chain.

Contract Award
Under the 'best value for money' principle, DRC will award the contract(s) (DRC Purchase Requisition or Service Contract) to the 'lowest responsive bid' except where other considerations are warranted. These other considerations can be – total cost of ownership; cost of on-going consumables; price vs warranty; quality vs price.

RFP Enquires

All enquires and questions should be addressed to the email given in the RFP Detail's section!
All Q&A's will be shared with all invited suppliers.

Under DRC's Anticorruption Policy, Bidders shall observe the highest standard of ethics during the procurement and execution of such contracts. DRC will reject a Bid if it determines that the Bidder recommended for award, has engaged in corrupt, fraudulent, collusive, or coercive practices in competing for, or in executing, the Contract.
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Sincerely,

Supply Chain Department

June 2020