



Request for Proposal (RFP)
for IT Security and Cyber Overwatch Services
www.globalrightscompliance.com

Stichting "Global Rights Compliance Foundation", Prinses Margrietplantsoen 33, 2595 AM Gravenhage Nederland
Kvk number 70 048436, RSIN number 85811884.

To : Offerors
From : Global Rights Compliance Foundation (www.globalrightscompliance.com)
Subject : *Request for Proposal (RFP) No: P25-038* IT Security and Cyber Overwatch Services
Performance Period : 12 months

RFP Issue Date : 13.05.2025
RFP Closing Date : 12.06.2025
RFP Closing Time : 09:00 am Central European Time (CET)

The successful firm will be notified by via e-mail

Enclosed is a Request for Proposal (RFP) for Cyber Overwatch Services. Global Rights Compliance Foundation invites qualified firms and organizations to submit a best-price proposal for the mentioned service. The issuance of a subcontract is subject to availability of funds, successful negotiation of the subcontract budget and terms, and receiving client consent, if required. **The contract resulting from this award will be one-year agreement with the selected provider, under a monthly retainer model.**

General Background

Global Rights Compliance (GRC) is an international organization specializing in human rights and international humanitarian law. To protect its digital assets and ensure operational security, GRC is seeking to establish a monthly retainer agreement with the selected provider for a period of twelve (12) months. Proposals should clearly outline a monthly fee for services rendered under this arrangement.

Purpose and Objective of the Service:

Global Rights Compliance (GRC) is seeking to engage a qualified and experienced cybersecurity service provider to deliver robust IT security and cyber overwatch services. The primary objective is to ensure the resilience, integrity, and security of GRC's digital infrastructure through proactive monitoring, threat intelligence, vulnerability management, and incident response. The selected provider will also work closely with GRC's in-house IT team, supporting not only GRC's internal systems but also its associated websites and digital platforms. In addition, the provider will be expected to offer expert guidance on the development of IT security policies and best practices, as well as advise on IT-related procurements such as application or software development.

Scope of Services

The service provider's responsibilities shall include, but are not limited to:

A. Cybersecurity Monitoring

- 24/7 real-time monitoring of GRC's networks, cloud platforms (e.g., Microsoft Azure), and endpoint devices.

- Regular vulnerability scanning and real-time alert generation.
- Monitoring and management of Microsoft Defender and Azure Security Centre.
- Logging and correlation of system events for threat detection.

B. Threat Intelligence & Risk Management

- Provision of actionable, early-warning threat intelligence feeds.
- Risk profiling and monitoring of vendors and third-party platforms.
- Dark web monitoring for credentials, data leaks, and other exposures.
- Monitoring for domain spoofing, phishing, and external IP risks.

C. Incident Detection & Response

- Rapid detection and triage of cybersecurity incidents.
- Incident response within a defined Service-Level Agreement (SLA), ideally within four (4) hours.
- Technical support for incident containment, eradication, and recovery.
- Root cause analysis and post-incident reporting.

D. Security Awareness & Training

- Delivery of cybersecurity awareness training to GRC staff.
- Provision of best-practice guidelines and access to a knowledge-sharing platform or repository.
- Optional phishing simulation exercises and reporting.

E. Compliance, Policy Support & Advisory Services

- Monthly or quarterly reporting on risks, vulnerabilities, and performance metrics.
- Support for compliance with standards such as ISO 27001, GDPR, and donor-specific requirements.
- Assistance in obtaining any necessary certifications or security assessments.
- Collaboration with GRC's IT team to improve internal security policies, procedures, and documentation.
- Strategic input and expert advice on IT-related procurements, including app and software development.
- Ongoing security oversight of GRC's websites and digital assets.

Deliverables

- Successful onboarding of GRC systems and websites into the monitoring platform.
- Real-time alerting and incident response capabilities.
- Periodic vulnerability assessments and risk dashboards.
- Detailed incident reporting and quarterly service reviews.
- Regular user training and awareness materials.
- Continuous advisory support to GRC's in-house IT team.

Minimum Qualifications and Requirements

- Proven experience delivering cybersecurity services to NGOs, IGOs, or entities operating in sensitive or high-risk environments.
- Capacity to provide support across multiple time zones.
- Relevant industry certifications (e.g., CISSP, CISM, CEH, ISO 27001).
- Strong data privacy controls and documented security procedures.
- Capability to support internal and public-facing systems.

- Secure infrastructure, clear escalation procedures, and reliable SLAs.

To be considered, Offerors should submit a complete proposal no later than the closing date and time indicated above. Offerors should ensure that the proposals are well written in English, easy to read, follow the instructions provided and contain only requested information.

Any questions should be submitted **in writing** and emailed to aydineksi@globalrightscompliance.co.uk , procurement@grcompliance.org no later than **8 days** from the issue date of this RFP. The solicitation number should be stated in the subject line.

Proposals must be divided into two parts: Technical Proposal and Cost/Business proposal. The email subject line should be **RFP for IT Security and Cyber Overwatch Services** and sent to aydineksi@globalrightscompliance.co.uk , procurement@grcompliance.org

Please treat the information contained within this RFP with professional confidentiality. The successful company will be asked to sign a Non-Disclosure Agreement or Confidentiality Agreement prior to commencing with the work.

Sincerely,
GRC Procurement Department

Attachments:

Attachment I :Instructions to Offerors
Attachment II :Evaluation Criteria
Attachment III :Cover Letter

Attachment I
INSTRUCTIONS TO OFFERORS

A. General Instructions

These Instructions to Offerors will not form part of the offer or of the Contract. They are intended solely to aid Offerors in the preparation of their proposals. Please read and follow these instructions carefully.

1. The proposal and all corresponding documents related to the proposal must be written in the English language, unless otherwise explicitly allowed. Additionally, all proposals should be single-spaced with clear section headings, and be presented in the order specified in Attachment III – Evaluation Criteria.
2. Proposals must include only the Offeror's own work. No text should be copied from sources outside of your organization unless those sources are adequately cited and credited. **If GRC determines that any part of the proposal is plagiarized from outside sources, the Offeror will be automatically disqualified.**
3. Proposals and all cost and price figures must be presented in **Euros**. All prices should be gross of tax, but net of any customs duties. A firm fixed price purchase order will be issued to the successful offeror in EUR.
4. The Offeror must state in their Proposal the validity period of their offer. The minimum offer acceptance period for this RFP is **90 days** after the closing date of the RFP. If an Offeror has provided a validity period of less than 90 days, they will be asked to revise this. If the Offeror does not extend the validity period, their proposal will be rejected.
5. The Technical Proposal and Cost/Business Proposal **must** be kept separate from each other. Technical Proposals must not refer to cost or pricing information **at any point**. This will allow the technical evaluation to be made strictly based on technical merit.
6. Offerors must be licensed entities, as evidenced by submission of a copy of a valid Business License or other official registration. The copy of the license must clearly show a license number, authentication stamp and a date of issue and date of expiry.
7. No costs incurred by the Offerors in preparing and submitting the proposal are reimbursable by GRC. All such costs will be at the Offeror's expense.
8. **Responsibility Determination:** Award shall only be made to "responsive" companies. To enable GRC to make this decision, the Offeror must provide a cover letter, as provided in Attachment IV.
9. **Late Offers:** Offerors are wholly responsible for ensuring that their Offers are received in accordance with the instructions stated herein. A late Offer will be recommended for rejection, even if it was late because of circumstances beyond the Offeror's control. Late offers will only be considered at the procurement department's discretion.
10. **Modification/Withdrawal of Offers:** Offerors have the right to withdraw, modify or correct their offer after it has been delivered to GRC at the email address stated above, and provided that the request is made before the RFP closing date.
11. **Disposition of Proposals:** Proposals submitted in response to this RFP will not be returned. Reasonable effort will be made to ensure confidentiality of proposals received by all Offerors. This RFP does not seek information of a highly proprietary nature, but if such information is included in the Offeror's proposal, the Offeror must alert GRC and must annotate the material by marking it "Confidential and Proprietary" so that these sections can be treated appropriately.
12. **Clarifications and Amendments to the RFP:** Any questions regarding this solicitation must be **emailed** to aydineksi@globalrightscpliance.co.uk , procurement@grcompliance.org . No questions/clarifications will be entertained if they are received by another means. The solicitation number should be stated in the subject. Responses will be emailed to the requesting potential Offeror and will be sent to all organizations that are participating in this RFP.
13. GRC anticipates that discussions with Offerors will be conducted; however, GRC reserves the right to make an award without discussions. It is strongly recommended that Offerors present their best offer.

Failure to agree and comply with any of the above specifications will result in the Offeror being considered unresponsive and the proposal may be rejected.

Submission of Proposal:

Proposals must be submitted in **two separate sections** and interested providers should submit:

1. Technical Proposal

- A company profile with details of relevant sector experience.
- A detailed proposal outlining their technical approach and methodology.
- References from prior clients and applicable certifications.
- Samples of reports or deliverables (if available).

2. Cost/Business proposal

Proposals must clearly outline:

- A fixed monthly fee for the full scope of services.
- Any optional or add-on services and their cost
- Terms for renewal or exit after the one-year period.
- A monthly retainer fee quote, including a breakdown of services covered.

Proposals must be delivered no later than the specified date/time to the email address below.

Offerors who do not submit their technical and cost proposals separately will be automatically disqualified.

B. Content of Proposal:

The proposal shall be comprised of four sections:

- i. The Cover Letter (Attachment III)
 - ii. Copy of the Offeror's Valid Business license
 - iii. The Technical Proposal
 - iv. The Cost/Business Proposal
- 1) The Cover Letter: should be on the Offeror's letterhead and **MUST** contain the information requested in Attachment III.
 - 2) Business License
 - 3) Technical Proposal:
 - a. Should **clearly & precisely** address theoretical and practical aspects that the Offeror has considered and will employ to carry out the statement of work.
 - b. The Technical Proposal is the opportunity for the Offeror to demonstrate that the firm is "technically capable" of implementing the activity and should demonstrate the Offeror's understanding of and capabilities to carry out the work, and address the key issues described in the Evaluation Criteria in Attachment III.
 - c. The Technical Proposal should be divided into clearly separate sections following the same order of the Evaluation Criteria in Attachment III. A mis-ordered proposal that makes information hard to find will result in lower scores.
 - d. **If an Offeror submits a proposal that fails to respond to the majority of the information requested in this RFP, as outlined specifically in the statement of work and the evaluation criteria, the Offeror's proposal will be automatically disqualified.**
 - 4) The Cost/Business Proposal: must be in a separate section from the technical proposal and will primarily indicate the cost for performing the work specified in this RFP. At a minimum, the Cost/Business proposal should include the following information:
 - a. A detailed budget that provides a breakdown of costs.
 - b. Detailed and comprehensive cost notes that provide information on each of the line items in the budget and explain why these items are needed for implementation of the activity.

Failure to comply with any of the above points will result in the Offeror being considered "unresponsive" and the proposal may be rejected.

If an Offeror provides insufficient information in their technical and/or cost proposal, GRC reserves the right to request additional information, or to request a revised proposal from the Offeror.

Attachment II EVALUATION CRITERIA

Basis of Award: The award will be made to the offeror whose offer presents the Best Value: the optimal combination of technical merits and reasonable cost. Proposals will be scored on technical factors first.

EVALUATION CRITERIA

1. Technical Competence – presented in the Technical Proposal (100 points)

A. Technical Approach 70 points

Provide a clear, specific, and succinct technical proposal that covers both the conceptual and practical approaches of how to achieve the objectives of this project. Specifically, please address the following, in the order specified below:

1. Technical approach and responsiveness to the scope of services.
2. Sector-relevant experience and qualifications
3. Capability to support in-house teams and digital infrastructure.
4. Quality and responsiveness of support structure and SLAs.
5. Clarity and cost-effectiveness of the monthly fee proposal.
6. Commitment to regulatory compliance and collaborative delivery.

If an Offeror submits a proposal that fails to respond to the majority of the information requested in this RFP, as outlined specifically in the statement of work and the evaluation criteria, the Offeror's proposal will be automatically disqualified.

B. Past Performance and Experience – Please include 3 Examples 30 points.

1. Activity title
2. Location of work
3. Short description and why it is relevant to this RFP.
4. Performance Information (date, duration and if completed on schedule)

C. Attachments Not Scored

You may include recommendation/appreciation letters and certificates as attachments, or any other documentation you wish to further support your proposal, stapled/bound separately from the rest of the technical proposal. Content presented here will not be scored.

2. Cost Reasonableness and Financial Capability – presented in the Cost/Business Proposal.

Not Scored

- a) Please submit a detailed budget to carry out this work. GRC's review of the Cost Proposal shall determine if the overall costs proposed are realistic for the work to be performed, reflect a correct understanding of the project requirements, and are consistent with the Offeror's Technical Proposal. GRC will also review individual line items and determine if they are allowable, allocable, and reasonable.
- b. Submit reasonably comprehensive budget narrative/ budget notes that provide information on each of the line items in the budget and explain why these items are needed for implementation of the activity.

Offerors that do not provide the above-required items as part of their Cost/Business proposal, that provides a proposal that represents a poor understanding of the work to be performed, or that presents unrealistic, unallowable, unallowable, or unreasonable items and costs, in the reviewer's evaluation, will be considered unresponsive and may be disqualified from further consideration.

Best value determination for award

GRC will evaluate proposals on a best value basis. in accordance with its procurement standards. In all solicitations, GRC will consider and conduct an evaluation based on both technical capacity and cost. The relative importance of

these two factors will vary depending on the nature of the activity. In rare cases, GRC may also award a firm other than the highest technically rated Offeror or the lowest price Offeror.

GRC reserves the right to request additional supporting documentation or a revised proposal from an Offeror if insufficient information has been provided in the Offeror's technical and/or cost proposal. If the requested information is not provided, GRC has the right to disqualify the firm from further consideration.

ATTACHMENT III
FORMAT FOR PROPOSAL COVER LETTER – TO BE PRINTED ON ORGANIZATIONAL LETTERHEAD

City, Country
<Date>

To: GRC Procurement Team

Dear Sir / Madam:

We, the undersigned, offer to undertake the **[Insert RFP No.]_[Insert project title]**, in accordance with your Request for Proposal dated **[Insert MM/DD/YYYY]** and our Technical and Cost/Business Proposal submitted herein.

Our organization's details are as follows:

- i. Company's Name
- ii. Company's Address
- iii. Name of Company's authorized representative:
- iv. Telephone #/Cellular Phone #, Email address:
- v. Validity Period of Proposal
- vi. A valid Business License

Our proposal shall be binding upon us, subject to any modifications resulting from negotiation, up to expiration of the validity period of the proposal. We understand you are not bound to accept this or any Proposal you receive.

We also certify that our organization:

- (a) has adequate financial resources including appropriate insurance coverage to perform the work stated herein, or the ability to obtain them without delay.
- (b) is able to comply with the described delivery or performance schedule, taking into consideration all existing commitments and constraints.
- (c) has a satisfactory performance record.
- (d) has a satisfactory record of integrity and business ethics.
- (e) has the necessary technical capacity, equipment and facilities, or the ability to obtain them; and
- (f) is otherwise qualified and eligible to receive an award under applicable laws and regulations.

Sincerely,

Authorized Signature:
Name and Title of Signatory:
Date:

