



Request for Proposals (RFP)

IT Security Audit

ISSUED BY THE GENEVA CALL

Contents:

- I. Summary of Deadlines
 - II. Organisation Background and Scope of Services
 - III. Instructions for Responding
 - IV. Terms and Conditions of the Solicitation
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I. SUMMARY OF DEADLINES

RFP Launch:	19 January 2026
Proposal Deadline:	19 February 2026
Anticipated Award of Contract:	5 March 2026
Anticipated Signing of Contract:	12 March 2026
Anticipated Start of the service	As soon as possible

Further details on deadlines are described in detail under Section III.

As part of the selection process, Geneva Call reserves the option to request clarifications regarding bids that substantially qualify. Questions in the technical review are at Geneva Call's discretion and will only be directed to bidders who have submitted substantially responsive bids.

Final award is subject to terms and conditions included in this solicitation, as well as successful final negotiation of all applicable terms and conditions related to the awarded Contract.

II. ORGANISATION BACKGROUND AND SCOPE OF SERVICES

A. Background

Geneva Call is issuing this Request for Proposal (RFP) and will be the administrative lead organization for this RFP.

Geneva Call is a leading international non-governmental humanitarian organisation committed to protecting civilians in armed conflicts through enhancing respect of humanitarian norms and principles by armed groups and de facto authorities (AGDAs). Founded in 2000, Geneva Call is registered as a Foundation under Swiss law and is active in 13 countries with 200 employees.

The link to the organization's website is www.genevacall.org

IT environment: Geneva Call uses Microsoft 365 online as its primary collaboration and productivity platform. All servers are cloud based. The organization has around 200 employees and approximately 180 computers. About 40 staff are based in Geneva, and the rest are located across multiple country offices. All IT operations are coordinated centrally by the Geneva office.

B. Geneva Call strategic plan objectives

- **DEEPEN EXPERTISE** in engaging AGDAs and consolidate Geneva Call's action on the ground. Geneva Call will strengthen its work in current countries of intervention by closely monitoring the effective commitments of already engaged AGDAs and by reaching out to additional AGDAs whenever possible.
- **STRENGTHEN GENEVA CALL'S CAPACITY** to implement its operations effectively and sustainably Geneva Call is working towards achieving financial sustainability and independence and equip itself with the necessary structure and elements to conduct its mission effectively.

C. Scope of Services

Objectives of the Audit

- Identify key security risks and vulnerabilities in the current IT environment
- Evaluate existing security controls, policies, and practices aligned with NGO's requirements
- Assess alignment with recognized security best practices and frameworks (e.g., ISO 27001, NIST, CIS)
- Provide a practical, prioritized roadmap of security improvements for the next 12 months

Governance and Policies

- Review of existing IT security policies, standards, and procedures
- Assessment of security roles, responsibilities, and awareness

Technical Controls (High-Level Review)

- Network security (firewalls, segmentation, remote access)
- Endpoint security (workstations, servers, mobile devices)
- Identity and access management (user provisioning, MFA, privileged access)
- Patch and vulnerability management processes
- Backup, recovery, and ransomware preparedness

Cloud and Third-Party Considerations (if applicable)

- High-level review of cloud security configuration and practices
- Assessment of vendor and third-party risk management practices

Incident Readiness

- Review of incident response and escalation procedures
- Evaluation of logging, monitoring, and alerting practices

Out of Scope

The following activities are explicitly out of scope unless proposed as optional add-ons:

- Full penetration testing or red team exercises
- Continuous monitoring services
- Formal certification audits

D. Deliverables

The selected vendor will be expected to provide:

Executive Summary

- High-level overview of findings and overall security posture

Risk Assessment Summary

- Identification of key risks and areas of concern
- Qualitative risk ratings (e.g., High / Medium / Low)
- Associated likelihood for each risk.

Recommendations Report

- Clear, actionable recommendations
- Prioritization of actions for the next 12 months
- Indicative effort and impact for each recommendation

Optional Presentation

- Management presentation summarizing findings and recommended roadmap

E. Project Timeline

Provide a proposed timeline, including:

- Project kickoff
- Information gathering and interviews
- Assessment and analysis
- Delivery of draft and final reports

III. INSTRUCTIONS FOR RESPONDING

This section addresses the process for responding to this solicitation. Applicants are encouraged to review this prior to completing their responses.

A. Fact-finding and Inquiries

The procurement Coordinator will be available via e-mail to respond to clarifications on this solicitation. Please direct all inquiries and other communications to the contact below. Responses will not be confidential except in cases where proprietary information is involved.

- a. Point of contact: Procurement Coordinator
- b. Email : rfp@genevacall.org

B. Proposals Due

As indicated previously the following timelines should be respected:

RFP Launch:	19 January 2026
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C. Financial Proposal

Applicants are required to provide Geneva Call with a detailed financial proposal including a detailed budget. (see Chapter IV, section I). The final budget will have to be approved by the organization prior to starting the project.

D. Submission

Please divide the offer into two separate proposals: the financial proposal and the technical proposal to the address below.

Geneva Call

47 chemin de la Chevillarde, CH-1224 Chêne-Bougeries Geneva – Switzerland

And/or to the following email address

The financial proposal can be sent to: rpfinance@genevacall.org.

The technical proposal can be sent to: rfp@genevacall.org.

E. Unacceptable

The following proposals will automatically not be considered or accepted:

- Proposals that are received after the RFP deadline (no later than 23:59 - Geneva time)

- Incomplete proposals

F. Acceptance

Geneva Call will not necessarily accept the lowest cost or any of the proposals submitted. Accordingly, eligibility requirements, evaluation criteria and mandatory requirements shall govern.

G. Completion

- It is the applicant's responsibility to understand the requirements and instructions specified by Geneva Call. In the event that clarification is necessary, applicants are advised to contact the responsible person at Geneva Call under Chapter III, section A. above, prior to making their submission.
- While Geneva Call has used considerable efforts to ensure an accurate representation in this Request for Proposal (RFP), the information contained in this RFP is supplied solely as a guideline. The information is not warranted to be accurate by Geneva Call. Nothing in this RFP is intended to relieve applicants from forming their own opinions and conclusions with respect to the matters addressed in this RFP.
- By responding to this RFP, the applicant confirms its understanding that failing to comply with any of the RFP conditions may result in the disqualification of their submission.

H. Right of Rejection

Geneva Call reserves the right to reject any or all submissions or to cancel or withdraw this RFP for any reason and at its sole discretion without incurring any cost or liability for costs or damages incurred by any applicant, including, without limitation, any expenses incurred in the preparation of the submission. The applicant acknowledges and agrees that Geneva Call will not indemnify the applicant for any costs, expenses, payments or damages directly or indirectly linked to the preparation of the submission.

I. References

Geneva Call reserves the right, before awarding the Proposal, to require the applicant to submit such evidence of qualifications as it may deem necessary, and will consider evidence concerning the financial, technical and other qualifications and abilities of the applicant.

IV. TERMS AND CONDITIONS OF THE SOLICITATION

A. Notice of Non-binding Solicitation

Geneva Call reserves the right to reject any or all bids received in response to this solicitation and is in no way bound to accept any proposal. Geneva Call additionally reserves the right to negotiate the substance of the successful applicants' proposals, as well as the option of accepting partial components of a proposal if deemed appropriate.

B. Confidentiality

All information provided as part of this solicitation is considered confidential. In the event that any information is inappropriately released, Geneva Call will seek appropriate remedies as allowed. Proposals, discussions, and all information received in response to this solicitation will be held as strictly confidential.

C. Right to Final Negotiations on the Proposal

Geneva Call reserves the right to negotiate on the final costs, and the final scope of work of the proposal. Geneva Call reserves the right to limit or include third parties at Geneva Call's sole and full discretion in such negotiations.

D. Evaluation Criteria

Proposals will be reviewed by a Review Committee. The following indicate a list of the significant criteria against which proposals will be assessed. This list is not exhaustive or 100% inclusive and is provided to enhance the applicants' ability to respond with substance.

Applicants are required to submit the following information, conforming to the guidelines given in this section:

- Understanding the of Scope of Work:
 - Proposal demonstrates a clear understanding of project Objective and Deliverables.
- Demonstrate a clear understanding of the technical requirements of this RFP:
 - Providing detailed technical documentation of the proposed strategy;
 - Evidence of experience delivering solutions using the proposed information technology platform.
- The creative and methodological approaches required to implement each of the parts in the Scope of Work.
 - Comprehensiveness of work plan and reasonableness of proposed time frame.
 - Proposal includes a feasible work plan to ensure successful completion of deliverables.
- The work plan details how activities will be coordinated and proposes an appropriate communications strategy for approaching key informants, within expected timelines.
- Detailed budget and cost-effectiveness of proposed approach:
 - Evidence of cost-effective approaches to undertaking Scope of Work within proposed budget.
 - Proposal includes creative approaches to addressing anticipated challenges associated with this Scope of Work.
- Management and personnel plan
 - Qualifications and overall experience of team members.
 - Evidence of experience managing similar projects working for NGOs.
 - Roles and responsibilities of team members clearly delineated.
- Possible challenges and opportunities envisaged in undertaking this work.

E. Mandatory Requirements

In addition to the Evaluation Criteria outlined in section D above, the applicant's proposal should also respond to the following mandatory requirements:

- **Fees:**
The fees shall be quoted as a fixed sum inclusive of all applicable taxes and/or institutional overhead.
- **Experience:**
 - A paragraph outlining relevant work experience of key team members.
 - Current curriculum vitae/résumés for key team members.
- **Capacity of the team to provide the required services.**
Team members with relevant experience must be available for each of the identified positions. The proposal should map function(s) to team member(s).
- **Insurance:**
All companies submitting an application shall hold valid professional liability and general liability insurance. Upon contract award, the selected company shall furnish Geneva Call with evidence detailing the extent and terms of its insurance coverage.
- **References:**
A list of references that can be contacted to discuss the team members' relevant design and development-related experience.

Geneva Call reserves the right to contact the individuals and contractor(s) in order to verify the information provided as part of the Proposal.

F. Expectations of Applicants

The successful team of applicants will:

- Work closely with representatives from Geneva Call and its partners: A lead contact will be designated for the purposes of regular communication and monitoring of deliverables.
- Meet with representatives from Geneva Call shortly after the contract is awarded, following which a work plan will be developed detailing the objectives, deliverables, timelines and budget for each of the parts outlined in the Scope of Services (see Chapter II, section C).
- Be prepared to meet with Geneva Call regularly during the project as well as at the request of Geneva Call.
- Submit deliverables and reports according to the agreed upon schedule in the revised work plan.

G. Review Process

The review process will involve a Review Panel with participants selected by Geneva Call.

H. Performance Review

In addition to internal measures of performance, Geneva Call retains the right to require independent evaluation of Contractor performance. Geneva Call may, contract with independent third parties to audit the contract service levels. The Contractor will cooperate fully with any third-party audit and agrees that all information shared with Geneva Call may be shared with such third-party contractor.

I. Financial Review

- **Cost Breakdown:**
 - Provide a detailed cost breakdown, including all relevant expenses for the complete project and daily rates.
 - Breakdown costs by development phase or key deliverable.
- **Financial ratio company**
 - Financial stability company
 - Liquidity ratio, debt-to-equity ratio, profitability ratios used to assess financial performance
- **Payment Schedule:**
 - Define a clear payment schedule aligned with key milestones and deliverables.
- **Additional Expenses:**
 - Identify any additional expenses that may arise during the project's lifecycle.
- **Budget Justification:**
 - Provide a brief justification for the proposed budget, explaining the rationale behind major cost items.
- **Management:**
 - Provide the resumes of the key members of the management team of the company.
- **Currency:**
 - All costs should be mentioned in Swiss francs (CHF).

J. Limitations with regard to third parties

Geneva Call does not represent, warrant, or act as agent for any third party as a result of this solicitation. This solicitation does not authorize any third party to bind or commit Geneva Call in any way without Geneva Call's express written consent.

K. Communication

All communication regarding this solicitation shall be directed to appropriate parties at Geneva Call. Contacting third parties involved in the RFP, the review panels, or any other party may be considered a conflict of interest and could result in disqualification of the proposal.

L. Final Acceptance

Award of a Proposal does not imply acceptance of its terms and conditions. Geneva Call reserves the right to negotiate on the final terms and conditions including the costs and the scope of work when negotiating the final contract to be agreed between Geneva Call and the applicant.

M. Validity Period

The Offer of Services will remain valid for a period of 90 days after the Proposal closing date. In the event of award, the successful applicant will be expected to enter into a contract subject to Geneva Call Terms and Conditions.

N. Intellectual Property

Subject to the terms of the contract to be concluded between Geneva Call and the applicant, the ownership of the intellectual property related to the scope of work of the contract, including technical information, know-how, processes, copyrights, models, drawings, source code and specifications developed by the applicant in performance of the contract shall vest entirely with Geneva Call.

O. Scope of Change

Once the contract is signed, no increase in the liability of Geneva Call or in the fees to be paid by Geneva Call for the services resulting from any change, modification or interpretation of the documents will be authorized or paid to the applicant unless such change, modification or interpretation has received the express prior written approval of Geneva Call.

P. Contract Termination

Geneva Call may terminate the Agreement resulting from this solicitation, or any services under such Agreement, without prejudice to any other rights or remedies, by giving ninety (90) days written notice to the Contractor.