National Risk Management System

For the benefit of

National Disaster Risk Management Centre (NDRMC)

Introduction

On 14 March 2017, the Council of Ministers issued a decree to establish the National Disaster Risk Management Centre **(NDRMC)** under the Prime Minister and a National Platform. The National Platform comprises 41 members representing Ministers, Heads of Governmental Agencies, and representatives of civil society organizations, academia, and private sector.

The main functions of the **NDRMC** are to:
1) Lead and facilitate coordination among respective stakeholders and provide technical support on implementing guided prevention measures,
2) Facilitate carrying out multi-hazard risk analysis,
3) Formulation of a national disaster risk management strategy,
4) Enhance preparedness for effective response,
5) Assume command for response and recovery in case of emergencies or disasters at the national level.

1. Project Objectives and Purpose:

The purpose of this assignment is to analyze, design, develop, deploy and launch a National Risk Management System for NDRMC. The Project aims to enable the NDRMC to run a robust disaster risk management system on a national level, collect updated information from all agencies, and generate reports based on the NDRMC needs and as per Sendai framework format and support decision-making through a set of KPIs.

2. Scope of the Work and Deliverables:

Task-1: Detailed System Specification:

The system should include the following features and modules:

	Feature / module	Short Description
	Software based on international standards; mainly Sendai framework	• A web-based software solution developed based on the SENDAI framework for disaster risk reduction, the international ISO 31000 risk management standard, and COSO internal control framework. The objective is to maintain a robust better governance and internal control system to manage disaster risk management (DRM) on national level. • The system should enable: - User management - Roles development and assignment. - Security and encrypted passwords.
	One solution, one strategy, and DRM policy for	• Capturing the national disaster risk management policy, attitude, and governance structure (framework) of the enterprise view of the ERM / DRM program on national level. All stakeholders will use the same solution to support the DRM

	all DRM program stakeholders on national level.	system on national level and feed in all needed data/reports/ test results/ actions … etc. that are required in order to measure the national control environment. ● The solution will enable unification of risk measures (Quantitative & Qualitative) on national level as well as a unified risk management vocabulary. ● The solution will encompass the DRM policy on national level presented in the primary **main risk heat map** and other **derived heat maps** that align with the risk attitude to manage certain types of risks
	Risk-based DRM scorecard setup and management.	● Enables development of a risk-based DRM scorecard definition; attitude, appetite, and categories. Risk attitudes and appetites can vary from one scorecard to another.
	Assets Module	● Identify and document the critical assets/resources / vital infrastructure that need to be protected/prevailed / maintained operationally in a crisis or a disaster mode and identify the vulnerabilities (extrinsic and intrinsic) for such assets and open the opportunity to manage and mitigate risks efficiently by fixing such vulnerabilities.
	Objectives Module	● Identify the DRM objectives and goals on national level. ● Provides a powerful tool to measure the performance of the NDRMC and all other municipalities in performing their missions /tasks towards the ERM / DRM responsibilities
	Processes Module	● Document NDRCM operational policies, processes, and procedures mainly engaged in the DRM program.
	Management of activities and tasks.	● Clear Responsibilities and Task Management: the system enables to assign of responsibilities to risk owners/control measures owners automated tasks to conduct efficiency and effectiveness tests of control measures on planned time schedules or on ad hoc basis.
	Manage and Facilitate office work for NDRMC and follow-ups.	● Document all NDRMC meetings, and variant municipality meetings and provide complete task management and follow-up for all tasks emerging from each meeting. The solution enables the task takers to disseminate and split it into many sub-tasks for efficiency and responsibility allocation purposes and ensure accountability on many levels.
	Risk Assessment module	● Risk Assessment (Risk Identification, Risk Analysis, and Risk Evaluation).
	Risk Control Module	● Control Measures & Activities Documentation, Assessment, Testing, and Effectiveness Evaluation. This includes: Control measures / mitigation plans / resources. The system will enable all stakeholders in the DRM program on national level to conduct Effectiveness and Efficiency Tests of Control Measures: the system enables risk owners to assess the effectiveness and efficiency of the control plans/resources plans / resources in managing the identified risks AND document (with evidence) all the testing results of such control measures into the system showing up the (Actual Efficiency of control measures: Actual Residual Risk Severity Level). ● Testing Control Measures / Resources / Vital Infrastructure Efficiency and Effectiveness is made by running Tests and keeping the audit tests Evidences. The system should enable development the proper tests / checklists/ measures that can be used to conduct the assessment of the efficiency and effectiveness of the control measures / mitigation plans / resources / vital infrastructure. Many tests could be assigned for one control measure to do proper judgment of the effectiveness and efficiency of the control. Four levels of judgment will be identified (Always Works, Mostly Works, Sometimes Works, and Never Works). Moreover, evidences behind such judgments should be documented for later review and audit.
	Risk Mapping to Controls and	● Risk Mapping: the system enables mapping of the identified risks towards the identified controls /mitigation measures/mitigation plans and resources. The mapping will result in providing the below 4 risk severity levels:

	Mitigation Measures.	1. **Inherent Risk Severity Level:** the system is measuring the inherent risk severity levels for all identified risks. 2. **Working Residual Risk Severity Level:** the system measures the residual risk severity levels for all identified risks assuming all control measures are working as intended (Working Mode Controls: Working Residual Risk Severity Level). 3. **Actual Residual Risk Severity Level:** the system measures the residual risk severity levels for all identified risks considering the actual status of all control measures. 4. **Natural Residual Risk Severity Level:** the system measures the natural residual risk severity level that simply shows the minimum severity level a risk can be mitigated whatever controls has been implied to it. This point is the economic risk level where the cost of risk management increase for additional controls with no impact to lower the measures of the risk residual severity.
	Country Readiness Assessment & Status Monitoring	● Control Gap Measurement and Monitoring: the system should automatically measure the control gap between the "Working Residual Risk Severity Level" and the "Actual Residual Risk Severity Level" and presents it to the authorized stakeholders for monitoring purposes and decision support. The control gap acceptance and escalation policy should be part of the configurable system setup.
	Corrective Actions / Remedial Actions and follow-up.	● Remedial/ Corrective Actions Log and Follow-up: the system enables risk owners to identify the remedial actions and fixes that should be made of the risk owners and stakeholders to bridge the gap between the currently available resources / control measures / mitigation plans and enable automation to follow up for such tasks instantly.
	Recommendations management for better country resilient organizations and better infrastructure readiness.	● Recommendations with Cost / Benefit Analysis and National Resilience Maturity Alignment: the system enables to identify of the recommendations that are agreed upon and raised by the variant risk owners on how to enhance the resiliency of each risk owner (municipality) and provides estimates on cost/benefit basis to enable informed decision making and prioritization of such recommendations (projects) that will drive the strategic planning for the risk owner and will help them to prioritize the allocation of their limited resources towards the most significant identified risks for better efficiency and impact (now these priorities will be aligned with the MDP-3 project or any other project)
	Incident Management Module.	● Incident Management & Event Tracking: the solution provides an incident log and management capabilities so that the learning lessons of such incidents will help the risk owners and regulators to build capacity and enhance capabilities to move from (we think) to (we know) phase on a solid methodology and practice.
	Dashboards & Reporting	● Reporting and Dashboards: the solution should provide a full suite of standard reports and dashboards to be used by municipalities and NDRMC to show the DRM system status/maturity on each municipality level and a national level. For the NDRMC, the solution will show the DRM system status for each municipality and any deficiencies in each one as well it will show the NDRMC team the overall DRM system on a national level. Moreover, it can easily present a consolidated visual presentation to assets at risk, objectives at risk, sources of risk, risk universe and the root cause of risks…etc. with the ability to drill down dynamically to the lowest level to determine the micro details…Just in a "click to know" model.
	Poling module	● Initiate a poll and gather feedback from all DRM program stakeholders.
	Questionnaire module	● Initiate and develop a questionnaire and manage the feedback on it from all stakeholders. This is a very important tool used for readiness assessment, risk assessment, and many other objectives, including risk assessment purposes.

Task-2: Consultation Services to be provided

In parallel with the development and implementation process by the consultant, the consultant should also provide the following list of consultation and training services to the NDRMC team and other stakeholders to ensure the successful delivery of the project. The consultation services are detailed in the following table:

	Consulting Services to be provided within the project*
	Technical System Implementation Services
	Business context analysis, review of the existing national risk management policy, data, processes, … etc. and capture it in the system.
	Draft the DRM national risk-based scorecard and coordinate with the NDRMC to approve it and then capture it in the system.
	Training the NDRMC staff and the national stakeholder's representatives on risk management skills and on the software.
	One Year of onsite/offsite Maintenance and Support
	Help the NDRMC team to identify and capture the list of major DRM policies and procedures and apply them in the system for governance purposes.
	Conduct stakeholder analysis; expectations and services identification and set up the system in full cooperation and coordination with the NDRMC team.
	• Capture the major / core infrastructures / assets infrastructures/assets (identified currently by the Najah University Team working for phase 2 of the project) on a national level and configure them with the audit (soundness checklists/readiness checklist) in the system. • Help NDRMC to document all assets/infrastructure vulnerabilities (brought in by Najah University work in Phase II).
	Hands-on training to help NDRMC develop the perceived cause's libraries for variant DRM risk-based scorecards and use them in the risk assessment process.
	Conduct 1 control and risk self-assessment (CRSA) workshops for NDRMC staff and the national staff on how to develop a risk profile and make use of all stakeholders' roles in controls.
	• Develop business impact assessment (BIA) for one of the major stakeholders to enable smooth resilience program readiness. The consultant will use many scenarios to simulate a natural or man-made disaster. • The NDRMC team will get hands-on training on how to do such exercises for all other stakeholders in the DRM program on a national level.

***Logistics will be provided by the NDRMC for all activities, including workshops, training, and other fieldwork activities.**

3. Nonfunctional Requirements

In addition to the requirements mentioned in section 3 task1, the system should have the following non-functional requirements:

3.1 Interface & Language Requirements

1. The system should support Arabic / English languages.
2. All system's apps interfaces shall support required fields and input validations notations, and error handling.
3. Developed with modern technology.
4. Support good user experience and smooth operations.
5. Ability to connect and interact with other platforms/software solutions for automation purposes and efficiency.
6. Compatible with the known used browsers like CROME, edge .. etc.
7. The system should be available at all times (24 X 7 availability).

3.2 Security Requirements

1. All apps (except public apps) shall be designed to be secured and maintaining Data Privacy for all users.
2. The system should be designed to minimize possible spamming and hacking.
3. The system must be supported to use SSL (Secured Socket Layer).

3.3 Performance Requirements

1. The system shall take initial load time depending on internet connection strength which also depends on the media from which the system is run. The performance shall depend upon hardware components, connection, and number of concurrent users who access the system.

3.4 Miscellaneous Requirements

1. Error messages should be informative and easy to understand, and error messages must be written to error logs to enable these issues to be properly audited and investigated.
2. The system shall be designed and developed not based on ready-made templates.
3. All app administration and critical actions shall be logged and available for audit, quality, and problems solving purposes.
4. The date format used in the system must be: dd/mm/yyyy
5. Notification history must be maintained.
6. User shall be able to log out from the system by clicking on the Logout button/link. A confirmation message to confirm the logout must be displayed by the system.
7. For all items in entities/tables in the system, the following attributes must be saved automatically in the system: (1) Created by, (2) Created Datetime, (3) Create IP, (4) Updated by, (5) Updated Date time, (6) Updated IP

4. Profile

4.1 Qualifications and skills

The tenderer (the team leader in the case of firms) must:

Have at least a Bachelor's degree in business management/administration, management information system, or related fields, complemented by proven extensive experience in risk management for large organizations.

Have a minimum of 5 years of professional experience related to the assignment.

Be fluent in English and Arabic, both oral and written.

Preferably have good knowledge and experience on disability inclusion-related issues.

Preferably know the service provision context for women with disabilities.

Preferably having experience in working directly with people with disabilities will be an asset.

Conditions for offerors in case of firms must:

- Be registered as a business with the proper authorities
- Have adequate technical resources to perform the project, or the ability to obtain them
- Be able to comply with the required or proposed delivery or performance schedule, taking into consideration all existing commitments.
- Be qualified and eligible to receive an award under applicable laws and regulations.
- A necessary organization, experience, accounting, and operational controls, and financial skills necessary to perform the **Scope of Work above.**
- A satisfactory record of integrity and business ethics.
- Ability to Submit TAX Invoices and TAX Source of Deduction Documents.

4.2 The LOCATION AND DURATION

- **Starting period**

The assignment is due to start on 25 September 2022

- **Duration**

The duration of the assignment is 41 weeks commencing on 25 September 2022 and ending on 29 June 2023.

- **Location**

The project location is on the west bank

5. Instructions to Tenderers;

6.1 Services to be provided

1. Timetable

(a) Deadline for requests for any clarifications– Wednesday 14 September 2022.
(b) Deadline for submission of tenders – Thursday,15 September 2022.
(c) Notifying of results to Tenderers – As soon as possible after evaluating offers. (The entities may be invited to provide additional submissions)

2. Content of submission;

The offers, all correspondences, and documents related to submission by the Tenderer **may be provided in either English or Arabic.**

The tender must comprise a technical offer and a Financial offer, which**,** must be submitted in **separate envelopes**.

2.1 **Technical offer (70**%)

The technical offer for firms must include the following documents:

- A brief history of the company and the company's relevant experience for the assignment.
- Qualified staff CV for specific tasks.
- Type of services that the bidder currently provides.
- Company registration certificate.
- Tax deduction at source (TDS) certificate.
- A comprehensive methodology including strategy, detailed work plan, and timetable of work.
- Action plan for project implementation.

The technical offer for Individuals must include the following documents:

- A comprehensive methodology including strategy, detailed work plan, and timetable of work.
- Action plan for project implementation.
- Previous similar assignments (Final results of similar assignments)
- Understanding of the project and its objectives
- Curriculum Vitae of vital technical experts.

2.2 Financial offer (30%)

The financial offer must be presented **in ILS, Including VAT** providing a detailed budget breakdown;

- The financial identification form – the details of the bank account into which payments should be made.
- The Bidding Committee is not bound by the lowest price

2.3 Payment

•will be made in the currency of the quotation of the successful bidder through payments based on agreed outputs.

2.4 Warranty: Warranty service and repair within the cooperating country is required for all commodities under this RFQ. The warranty coverage must be valid on all commodities for a minimum of twelve (12) months after delivery and acceptance of the commodities unless otherwise specified in the technical specifications (if applicable).

2.5 Cancellation Policy:

The tender offer will be canceled if the bidder breaches his obligations, and accordingly, the contract signed with him will be canceled.

3. Additional information before the deadline for submission of tenders;

Tenders may submit questions by e-mail to the following addresses (To: operations@starsofhope.org, Copy: admin@starsofhope.org) or calling phone number 0597580317 until the close of business on Wednesday 14 September 2022, specifying the tenders' subject in the subject line.

Clarifications will be communicated by e-mail no later than Wednesday 14 September 2022.

4. Evaluation of tenders

4.1 Evaluation of technical offers

The quality of each technical offer will be evaluated in accordance with the award criteria and the associated weighting decided by the Contracting Authority, which constitutes 70 percent.

4.2 Evaluation of financial offers

Upon completion of the technical evaluation, the envelopes containing the financial offers for tenders that were not eliminated during the technical evaluation will be opened, constituting 30 percent.

5. Interviews

The selection process may include interviews with the key technical expert. This may be by telephone or by physical presence.

6. Submission of tenders

The deadline for submission of tenders is on Thursday, 15 September 2022 **at 4:00 pm and must be submitted exclusively** to SHS as follows:

1. Hand delivered directly to SHS office in sealed envelopes and must be stamped and signed by the offeror's authorized representative to the following address;

Stars of Hope Society (SHS) office is located in Ramallah, Al-Mahsiri Building1, 3rd floor.

2. Tenders submitted by any other means will not be considered. Tenders must be submitted using the double envelope system, i.e., in an outer envelope containing two separate, sealed envelopes "Envelope A – Technical offer" and the other "Envelope B – Financial offer."
3. All parts of tenders other than the financial offer must be submitted in Envelope A.