



CALL FOR TENDER

Procurement of Digital Security and Physical Security Services

Tender reference number: UE7M_OT_001

Date of publication: 15 April 2025

Deadline for the submission of proposals: 13 May 2025, midnight (CET)

1. CONTEXT & PURPOSE

TRIAL International is a non-governmental organization fighting impunity for international crimes and supporting victims in their quest for justice. In support of its activities, the organization is looking to identify and select qualified security services providers that can perform comprehensive digital and/or field security assessments and tailored protocols for risk mitigation and response at the benefit of its staff, partners and beneficiaries. To this end, one or several framework agreements of a duration of two years (renewable) will be established with the selected providers. The framework agreements established will be separate for digital security services and for field security services and specific contracts detailing each service will be signed on a need-basis.

2. SCOPE OF SERVICES

The scope of the services to be provided falls within two lots: Digital Security and Physical Security.

Lot I: Digital Security

- a. Development of a digital security protocol for high-risk activities, including risk matrix and mitigation/contingency measures (threat analysis, capability and vulnerability analysis, risk assessment, mitigation measures and contingency plan – including for communication and archiving of sensitive data).
- b. Assessment of specific digital tools used by the staff and regular security checks and tests.
- c. Development and revision of digital security incident report and crisis response protocol in case of cyber-attacks.
- d. Delivery of training modules on digital security to TRIAL International's staff (online).
- e. Delivery of training modules on digital security TRIAL International's partner organizations in different countries (online).
- f. Development of a digital security short guide for TRIAL International's partner organizations in different countries.

Lot II: Physical Security (selected countries¹)

- a. Development of a comprehensive international staff security evaluation per country (context and threat analysis, capability and vulnerability analysis, risk assessment, mitigation measures and contingency plan adapted to each context).

¹ Potentially including Ukraine, Democratic Republic of Congo, Nigeria, Mozambique, Iraq, Colombia, Guatemala.



- b. Development of a comprehensive security evaluation and development of tailored protocols for national staff and / or consultants – including mitigation and evacuation plan.
- c. Development of tailored comprehensive security protocols for selected high-risk activities in countries of intervention (e.g. investigative missions).
- d. Development of a security incident report and crisis response protocol.
- e. Delivery of training modules on field security to staff before missions (online).
- f. Development of a short guide on field security during investigative missions for TRIAL International's staff and partners.
- g. Development of a checklist on victims and witness security in case of travel.

3. TIMELINE

- Deadline for the submissions of tenders: 13 May 2025, midnight (CET)
- Selection of the services provider(s): 27 May 2025 at the latest
- Signature of Framework Agreement(s): 13 June on the latest
- Duration of Framework Agreement(s): 2 years from the date of signature

4. ELIGIBILITY

Participation in tendering is open to all qualified bidders, on equal terms to natural and legal persons, regardless of nationality or location. However, all bidders must meet the following criteria:

- Be able to effectively provide the required services (Lead consultant should have at least 10 years of relevant experience in the sector)
- Fluency and capacity to work in English, French (working knowledge of Spanish strongly preferred and, Portuguese and Arabic would constitute an asset)
- Provide proof of registration as a company or as an individual contractor.
- Submit a signed declaration confirming that they are not in any of the situations listed in Article 136(1) of the EU Financial Regulation (such as bankruptcy, grave professional misconduct, fraud, corruption, etc.). (see *"Tender Declaration form"* attached)
- Submit a Declaration of Honor on Exclusion Criteria and Selection Criteria (see *"Declaration of Honor on Exclusion Criteria and Selection Criteria"* attached)

5. SUBMISSION REQUIREMENTS

The services providers can send competitive tenders for the two different sets of services: Digital Security and Physical Security. No more than two tenders (one for digital security, one for physical security) can be submitted by a natural or legal person. If a natural or legal person submits more than two tenders, all tenders in which that person has participated will be excluded. Subcontracting is not allowed.

Please submit your proposal electronically to procurement@trialinternational.org with the subject line *"Tender n. UE7M_OT_001: Digital Security and Physical Security Services"*.

Tenderers may submit questions in writing to the following address: procurement@trialinternational.org until 3 May 2025 12pm (Central European Time). Please indicate "Question - Tender n. UE7M_OT_001" in the subject of the email. TRIAL International has no obligation to provide clarification for requests received after this date. Questions are generally answered by email. However, if a question is deemed relevant to all bidders, the response will be published on the website.



The tender must comprise of a technical offer, a financial offer, and the required administrative documents sent in three separate files:

1. Technical Offer:

- a. Profile and Background
 - i. Background of the service provider
 - ii. Experience in providing the required services
 - iii. Relevant certifications and affiliations
- b. Technical Approach and Methodology
 - i. Detailed description of the security services offered
 - ii. Methodology for assessing security risks
- c. Staff Qualifications and Experience
 - i. CVs of key personnel who will be responsible for the project, including their qualifications, experience, and certifications.
- d. Sample
 - i. A sample of physical and digital risk assessments previously conducted or a template for risk assessment that would be applied (if only applying for one set of services, please provide only the relevant sample).
- e. References:
 - i. Contact information for previous clients who can provide references for the service provider's work

2. Financial Offer

- a. Pricing Model and Cost Breakdown
 - i. Tenderers must submit a clear and detailed pricing model and cost breakdown using the following structure:
 1. Fixed Unit Prices: Costs shall be based on predefined unit prices for specific services (e.g., per training session, per participant, per assessment etc.)
 2. Hourly or Daily Rates: Where applicable, the tenderer shall specify the hourly or daily rate for expert personnel.
 - ii. Lump Sum Pricing: For specific deliverables (e.g., comprehensive security audit reports, advisory service, etc), a lump sum pricing model may be applied.

3. Administrative Offer:

- a. Company registration or proof of registration as independent consultant according to the applicable legislation in the country of residence.
- b. Proof of liability insurance covering the proposed services.
- c. Any other insurance policies that are relevant to the tender (e.g., workers' compensation, equipment insurance)
- d. Signed Tender Declaration Form

All correspondence and documents related to the tender must be written in English. Supporting documents and examples of previous works may be in another language. Prices must be in Swiss Franc (CHF) and inclusive of all applied taxes.



6. SELECTION CRITERIA

TRIAL International is committed to ensuring a transparent and fair procurement process. All bidders will be treated equally, and the evaluation process will be conducted in line with the organization's procurement principles.

The following criteria will be applied to the tenderers:

The technical offers will be evaluated according to the following criteria (60% of the final score):

- Understanding of the organization's requirements and suitability of the proposed services (20%);
- Quality and relevance of supporting documents (20%);
- Relevant qualifications and experience (20%).

Financial offers will be evaluated according to the following criteria (40% of the final score):

- Cost-effectiveness and value for money (30%);
- Clarity, detail and justification of fees (10%).

Please note that the submission of offers in response to this call for tender will result in the award of one or several framework contract agreements. TRIAL reserves the right to award each lot to a different supplier and framework agreements can be awarded to multiple tenderers per lot.

For each lot, TRIAL reserves the right to establish a cascade framework agreement with the selected bidders ranked based on the evaluation results.

In this case, the contracting authority will award service requests as follows:

1. Primary Contractor: The highest-ranked tenderer will be offered the service request first.
2. Secondary Contractor(s): If the primary contractor is unable to fulfill the request within the required timeframe or declines the assignment, the request will be passed to the next-ranked contractor in the cascade.
3. Subsequent Contractors: This process will continue sequentially down the ranked list until the request is accepted.

Each lot will operate independently under this cascade mechanism, and contractors may be ranked differently per lot.

TRIAL International will not be responsible for any costs or expenses incurred by the tenderers in connection with the preparation and submission of their tenders to TRIAL International. Any missing information or documentation may lead to rejection of the offer. Tenders submitted by any other means will not be considered. Late tenders will automatically be rejected.

TRIAL International is a non-governmental organization fighting impunity for international crimes and supporting victims in their quest for justice. The organization takes an innovative approach to the law, paving the way to justice for survivors of unspeakable sufferings. TRIAL International provides legal assistance, litigates cases, develops local capacity and pushes the human rights agenda forward.