SWoMo WPS Project – BMZ-funded (through CARE Germany)

Terms of Reference (TOR)
Cloud Hosting & Managed Security Services
(CSO Database Platform and LMS)

1. Introduction and Background

CARE Egypt Foundation for Development (CEF) is a non-governmental organization registered by the Central Administration of Associations and the Federations of the Ministry of Social Solidarity under number "833 / 2018". CEF is located in 25 Asmaa Fahmy Street - Fifth Floor (Plot No. 1 - Square Y) Qesm 1st Nasser City, Cairo, Egypt. The organization is subject to the provisions of the law governing the work of the Non-governmental Organizations (NGOs) No. 149 of 2019.

CARE Egypt Foundation for Development (CEF) is capitalizing and building on the legacy, expertise of CARE International in Egypt since 1954. CEF is designing, implementing and managing development programs and projects that aim towards improving living conditions and quality of life by responding to and addressing the main root causes of poverty, the highest needs of the poor and marginalized groups in Egypt in a sustainable manner that is consistent with the culture, reality and local and national contexts.

CARE Egypt is deploying an integrated online platform combining (1) a Civil Society Organizations (CSO) database and networking hub, and (2) an advanced Learning Management System (LMS).

SWoMo WPS Project Brief:

The Strengthening Women's Rights Movements on the Women, Peace, and Security (WPS) Agenda project is a BMZ-funded initiative (through CARE Germany) running from July 2022 to December 2025 in Egypt, Iraq, and South Sudan. It empowers women's rights organizations (WROs) to work with marginalized communities, advancing gender equality and supporting broader movements linked to UNSCR 1325 and the WPS agenda.

The project collaborates with WROs both as implementing partners (PT) and as target groups (ZG). In Egypt, it directly engages 11 WROs (1 PT and 10 ZG), 52 staff and volunteers, 500 marginalized women and girls, and 30 decision-makers, while indirectly reaching 5,000 people across Cairo, Giza, Qalioubia, Assiut, and Sohag.

In Egypt, the project is led by CARE Egypt Foundation (CEF) in partnership with ACT. In Iraq, CARE Iraq works with WEO, BWO, and BWA, while in South Sudan, CARE South Sudan partners with YWCA, WECSS, and WAPO.

Through capacity building, mentorship, and technical support, the project strengthens organizational leadership and promotes sustainable advocacy for women's rights, amplifying the voices of women and girls in fragile contexts and fostering more inclusive societies.

This TOR relates specifically to the procurement of cloud hosting and managed security services for a period of three (3) years to ensure high availability, enterprise-grade protection, and sustainable operations of both platforms.

2. Goal and Objectives

Overall Goal: To procure, configure, and operate secure, scalable cloud infrastructure (hosting) and managed security services for the CSO Database and LMS platforms, ensuring robust performance, continuous protection, and uninterrupted service delivery for a three-year period.

Objectives:

- Provide production-grade cloud hosting from approved providers (Scaleway or DigitalOcean) with a well-defined architecture and capacity plan.
- Implement a comprehensive security plan, including SSL Wildcard certificates, Cloudflare protection, and additional maximum-security services.
- Ensure service reliability through monitoring, backups, incident response, and operational procedures for three years.
- Deliver complete documentation and knowledge transfer to CARE Egypt's technical focal points.

3. Approved Providers and Budget

Approved Cloud Providers:

- Scaleway or DigitalOcean (no other provider is eligible under this TOR).

Budget Ceiling (Cloud Hosting + Security Services):

The project relies on using specific cloud service providers, namely Scaleway and DigitalOcean only, and no other provider is permitted under these terms of reference. The financial ceiling has been set to cover cloud infrastructure and security services for a period of three years, with strict prohibition of any price increase or mark-up. All costs must be supported by original invoices or receipts, along with the account billing records from the service provider, to ensure transparency and accuracy in all financial transactions.

4. Scope of Work
The selected supplier/consultant ("Hosting & Security Provider") will be responsible for the following:

4.1 Cloud Architecture and Sizing
- Propose a hosting architecture for both platforms (CSO Database and LMS), including environments (minimum: Production; preferred: Staging/UAT).
- Define computing, storage, database, and networking components (e.g., droplets/instances, managed databases, object storage, load balancer where needed).
- Provide an initial sizing plan based on expected usage and scalable growth, with clear upgrading paths.
- Define domain/DNS approach and recommended segregation between LMS and CSO database domains/subdomains.

4.2 Managed Security Plan (Maximum Security)
- Implement SSL Wildcard Certificates (e.g., *.domain.tld) for all relevant domains / subdomains, including issuance, installation, renewal, and secure key management.
- Configure Cloudflare as a security and performance layer, including (as applicable): WAF, DDoS protection, both management / rates limiting, caching rules, and security headers.

- Harden server baseline configuration (OS hardening, firewall rules, secure SSH, least privilege access, MFA on provider accounts, and secure secrets handling).
- Implement secure network controls (private networking where applicable, restricted admin ports, allowlists, and segmentation).
- Enable centralized logging and audit trails for access and security events (provider logs and application logs as applicable).
- Define and apply patch management procedures (OS and critical services) and vulnerability remediation workflow.
- Provide incident response procedures (detection, triage, containment, recovery) and a clear escalation path to CARE Egypt.

4.3 Backups, Disaster Recovery, and Monitoring

- Implement automated backups for servers, databases, and critical storage with defined retention (daily / weekly / monthly as appropriate).
- Provide a disaster recovery approach (RPO / RTO targets, restore procedures, and periodic restore testing).
- Deploy monitoring and alerting for uptime, performance, storage, and security signals (email / Teams notifications as agreed).
- Provide monthly service status reports including incidents, uptime, and improvements.

4.4 Procurement, Billing, and Account Management

- Create / maintain provider account(s) for CARE Egypt (or operate under CARE Egypt's account, as per procurement guidance).
- Ensure all subscriptions / services are billed transparently with invoices/receipts and detailed service breakdowns.
- Ensure that all purchased security services (SSL, Cloudflare plans / add-ons, etc.) are properly licensed and documented.
- Coordinate renewals to avoid service interruption for the full 3-year period.

4.5 Documentation and Knowledge Transfer

- Deliver architecture diagrams and inventory list (resources, IPs, domains, certificates, Cloudflare configuration).

- Provide runbooks for operations: backups / restore, patching, incident response, and access management.
- Provide admin access handover to authorized CARE Egypt staff, including credentials transfer procedures (secure method).
- Conduct up to two remote walkthrough sessions with CARE Egypt's technical focal points.

5. Key Deliverables

- Hosting architecture and sizing plans (Production and recommended Staging / UAT).
- Provisioned cloud infrastructure on Scaleway or DigitalOcean, ready for platform deployment.
- Implemented managed security plan including SSL Wildcard certificates + Cloudflare protections and baseline hardening.
- Backups / DR setup with restore procedures and evidence of restore test.
- Monitoring and alerting setup, plus monthly operational status reports.
- Complete documentation pack and handover to CARE Egypt.

6. Service Period and Support Model

Service period: Three (3) years from start date. The provider must ensure continuity of hosting and security services throughout the period, including renewals and proactive monitoring.

Minimum support expectations:

- Response time for critical incidents (service down / security event): within 2 hours.
- Response time for high priority incidents: within 6 hours.
- Response time for normal requests: within 2 business days.
- Planned maintenance windows to be communicated in advance and executed with minimal downtime.

7. Required Qualifications

- Proven experience procuring and managing cloud infrastructure on Scaleway and/or DigitalOcean.
- Demonstrated ability to execute international payments (USD/EUR) and provide complete procurement documentation.
- Strong experience in cloud security, including Cloudflare configuration and SSL Wildcard certificate management.
- Experience with monitoring, backups, incident response, and operational support for production systems.
- Ability to document configurations and train client technical teams.

8. Pricing and Compliance Requirements

The financial offer must clearly separate (a) direct costs for cloud services and security subscriptions, and (b) professional service fee (if applicable). No mark-up/profit is permitted on direct cloud/security purchases. All direct costs must be supported by original invoices/receipts and provider billing exports.

9. Proposal Submission

Interested candidates should submit:

- Company profile and relevant references (Scaleway / DigitalOcean and Cloudflare experience).
- Technical approach (architecture proposal, security plan, and operational model).
- Evidence of ability to execute international payments and supply procurement documentation.
- Financial offer (direct cost estimate for 3 years within the ceiling + service fee if applicable).
- Availability and proposed start date.

The deadline for submitting technical and financial proposals is 12 January 2026. The financial proposal should include taxes (total price, not net), stated in

Egyptian Pounds, and must cover all related expenses. Applications should be submitted via the link provided in the announcement or by email. Proposals should be sent to CARE Egypt at Huda.Abdelgelel@cef-eg.org and Nancy.Rezkallah@cef-eg.org, with the subject line: *"Server Rental Request"*.

Any proposals received after the specified deadline will not be considered; therefore, please ensure that your submission is made via the link or email no later than 12 January 2026. Please note that no exceptions or justifications for late submissions will be accepted. Proposals will be evaluated against the weighted criteria, including, but not limited to, understanding of the task, proposed methodology, past experience, and value for money.