

**TERMS OF REFERENCE**

**PSEA COMMON REPORTING  
PLATFORM MIGRATION TO IOM  
PREMISE**

**SERVICE REQUIREMENTS**

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## INTRODUCTION

The International Organization for Migration (IOM) is an inter-governmental organization in the field of migration. It works closely with governmental, intergovernmental and non-governmental partners.

IOM works to help ensure the orderly and humane management of migration, to promote international cooperation on migration issues, to assist in the search for practical solutions to migration problems and to provide humanitarian assistance to migrants in need, including refugees and internally displaced people.

With 169 member states, a further 10 states holding observer status and offices in over 150 countries, IOM is dedicated to promoting humane and orderly migration for the benefit of all. It does so by providing services and advice to governments and migrants. It is headquartered in Geneva and has administrative centres in Manila and Panama. Beside the more than 460 country missions, 9 Regional Offices provide administrative and operational support to locations under their purview. There are offices at 480+ locations with a total of 8400+ staff working on 2600+ projects worldwide.

Sexual Exploitation and Abuse (SEA) by aid workers directly contradicts the principles upon which humanitarian action is based and represents a protection failure on the part of the aid community. SEA inflicts harm on the people we are obligated to protect, as well as jeopardizes the credibility of our assistance work.

All humanitarian staff have the responsibility to perform their duties in a manner that is consistent with the fundamental principles of human rights, respecting the dignity and integrity of those they serve. IOM as an institution has played a key leadership role in promoting stronger safeguards, standards, and inter-agency cooperation at the global level. Director General (DG) Swing is the IASC Champion on PSEA and works with senior leadership from IASC member agencies to implement PSEA standards and international commitments on the issue. The DG biannually reports to the IASC Principals on the PSEA accomplishments and challenges of all member agencies. Additionally, IOM has worked in close collaboration with humanitarian assistance agencies to develop tools on inter-agency complaint mechanisms and plays an active role in the Task Team on Accountability to Affected Populations and PSEA, and its technical assistance helpdesk (for in-country PSEA networks). Given IOM's global leadership role, all IOM staff bear a heightened responsibility to remain at the forefront of efforts to prevent SEA.

The PSEA Common Reporting Platform is an information management tool developed for inter-agency community-based complaint mechanisms. The CRP is designed to measure the impact of awareness-raising activities on beneficiary populations and members of the humanitarian community, and to record and track complaint handling and referrals for victim assistance and investigation.

## SERVICE REQUIREMENTS

IOM has built test website for PSEA common reporting platform template which we can deploy for different countries. Currently IOM has the following PSEA instance available:

1. Demo
2. Iraq
3. DRC
4. Syria (new and just a replica of Demo instance)

Understanding the sensitivity of the reporting platform, there are specific requirements which we need to consider:

- The reporting platform should be hosted within IOM premise
- High security standard to ensure sufficient data protection
- Implementation of database encryption

- Consistent monitoring capability to ensure availability of the platform

IOM is seeking potential proposal from vendor to migrate the existing PSEA Drupal platform containing 4 production instances and one test instance into one production instance that has the capacity to expand to accommodate future country requirement. It is also important to ensure that the reporting platform is secure which include the implementation of database encryption.

## PROJECT SCOPE

### In Scope

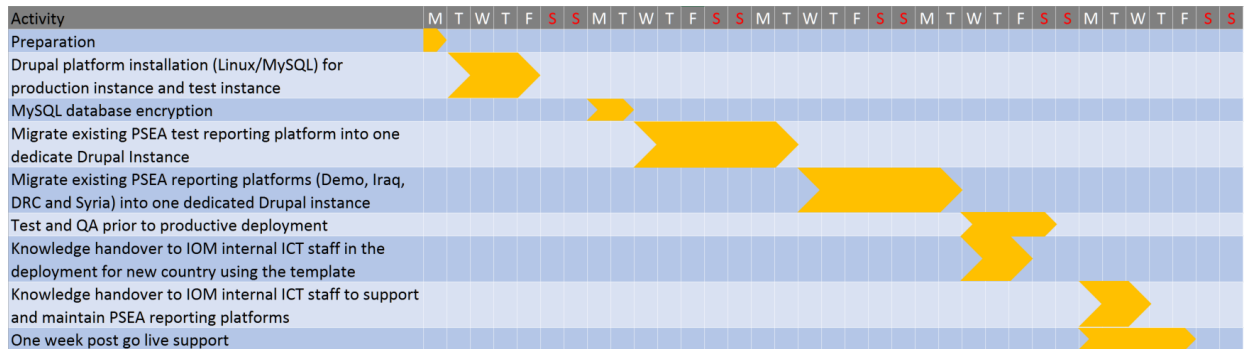
1. Drupal platform installation (Linux/MySQL) for production instance and test instance
2. MySQL database encryption
3. Migrate existing PSEA reporting platforms (Demo, Iraq, DRC and Syria) to Drupal production instance
4. Migrate existing PSEA test reporting platform (Demo, Iraq, DRC and Syria) to Drupal test instance
5. Test and QA prior to productive deployment
6. Knowledge handover to IOM internal ICT staff in the deployment for new country using the template
7. Knowledge handover to IOM internal ICT staff to support and maintain PSEA reporting platforms
8. One week post go live support

### Out of Scope

1. Virtual server deployment
2. Country domain registration
3. Secure http implementation to each of country domain

## Project Plan

The migration process should take not more than one month duration.



# DELIVERABLES

The following deliverables are in scope of the project:

## Service Scope

1. Drupal instance Production and Test are up and running
2. MySQL database for both Test and Production instance are encrypted
3. PSEA Common Reporting Platforms for Iraq, DRC, Syria and Demo are up and running with proper security approach

## Training

1. Completion of knowledge transfer for standard deployment of new PSEA CRP
2. Completion of knowledge transfer for support and maintenance

## Documentation

Technical documentation of PSEA CRP

## Post Go Live Support

Maintenance and Bug Fixing for one week post go-live