

Terms of Reference (ToR)-Fairtrade NAPP – IT Data Backup Project

1. Background

Fairtrade NAPP supports and empowers Fairtrade certified farmers and workers across the Asia Pacific region. The producers share a 50% ownership of the Fairtrade system and have an equal voice in all decisions that affect them. Currently, NAPP has 300+ Producer Organizations across 21 countries in Asia and the Pacific Region, supporting more than 260000 farmers and workers. Fairtrade strengthens the position of farmers and workers in the value chain. By offering an alternative approach to trade, NAPP supports producers in securing better markets, contributing to greater sustainable development in the Asia Pacific region under Fairtrade – Network of Asia and Pacific Producers (NAPP). To know more about NAPP & Fairtrade visit: <https://www.fairtradenapp.org>, <https://www.fairtrade.net>

Fairtrade NAPP (Network of Asia and Pacific Producers) is committed to safeguarding organizational data and ensuring uninterrupted access to critical information. With increasing reliance on cloud-based storage (OneDrive) and internal servers, a comprehensive backup solution is required to mitigate risks of data loss, cyber threats, and system failures. This project aligns with NAPP's IT governance framework and business continuity plan.

2. Objectives

- To establish a secure, verified backup of all organizational data stored in OneDrive and internal servers.
- To ensure data integrity, confidentiality, and accessibility in compliance with NAPP's IT security policies.
- To provide documentation and validation reports that support audit readiness and disaster recovery planning.

3. Scope of Work

The selected vendor will be responsible for:

- **Assessment & Planning**
 - Identify all OneDrive accounts and server directories requiring backup.
 - Define backup architecture, storage medium, and encryption standards.
- **Execution**
 - Perform full backup of OneDrive data.
 - Perform full backup of server data.
 - Apply encryption and secure transfer protocols.
- **Validation**
 - Conduct integrity checks (checksums, hash validation).
 - Test accessibility and restore functionality.

- **Documentation**

- Provide detailed backup logs, file structure mapping, and validation reports.
- Submit a final technical report outlining methodology, tools used, and compliance measures.

4. Deliverables

- Verified backup of OneDrive data.
- Verified backup of server data.
- Backup validation report with integrity checks.
- Final documentation of backup process, including restore procedures.

5. Timeline

- **Week 1:** Assessment, planning, and initiation of backup.
- **Week 2:** Completion of backup, validation, and submission of final report.

Total duration: **2 weeks** from issuance of work order.

6. Budget

The total contract value is **€2000 (Two Thousand Euros)**, inclusive of all costs, taxes, and service charges.

7. Eligibility Criteria

Vendors must demonstrate:

- Minimum 3 years of experience in IT backup and server management.
- Proven expertise in OneDrive and server backup protocols.
- Certifications in IT security (e.g., ISO 27001, CompTIA Security+ preferred).
- Prior work with NGOs or similar organizations will be an added advantage.

8. Evaluation Criteria

Proposals will be evaluated based on:

- **Technical Competence (40%)** – Methodology, tools, and compliance with IT standards.
- **Experience (30%)** – Relevant past projects and certifications.
- **Cost (20%)** – Competitive pricing within budget.
- **Timeline (10%)** – Ability to deliver within stipulated 2 weeks.

9. Reporting & Governance

- Vendor will report to the NAPP IT Manager.
- Weekly progress updates must be submitted.
- Final presentation of backup validation report to NAPP management.

10. Confidentiality & Compliance

- All data handled must remain confidential.
- Vendor must comply with GDPR and NAPP's internal IT security policies.
- No data may be shared with third parties without written consent.

11. Risk Management

- Vendor must outline contingency measures in case of technical failure.
- Backup must include redundancy to prevent single-point-of-failure.

12. Application:

- Please provide a brief expression of interest highlighting your experience and understanding of the project with other similar applications.
- Kindly submit a comprehensive budget proposal.
- **Deadline:** Send your EOI and budget to gideon.balasingam@fairtradenapp.org by Sept 20, 2026.