

The Khoja Shia Ithna-Asheri Muslim Community of London



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**REQUEST FOR PROPOSAL (RFP)**  
**FOR THE PROVISION OF CONSULTING SERVICES IN CONNECTION WITH**  
**GDPR COMPLIANCE AND OPERATIONAL ASSESSMENT**  
**AND REMEDIAL RECOMMENDATIONS**

**October 2018**

## 1 CONFIDENTIALITY

This document contains information that is proprietary and confidential to the Khoja Shia Ithna-Asheri Muslim Community of London (“**Hujjat**”) who has all rights of copyright in it. Any dissemination, distribution, reproduction, or disclosure in any form of the content of this document is forbidden without prior written permission of the Hujjat.

This proposal document may not be used for any purpose other than by the supplier for developing their response to it, and all reasonable efforts must be taken by the supplier to ensure confidentiality of the document itself and any information provided therein. This document and any other information of a confidential nature which may be provided to the supplier during the course of the RFP process are and will be covered by the non-disclosure agreement in place between the Hujjat and the supplier.

## 2 BACKGROUND

The Khoja Shia Ithna-Asheri Muslim Community of London (“Hujjat”) is a religious community charitable organisation dedicated to promoting the religious, cultural and educational growth and goals of the Khoja Shia Ithna-Asheri Muslim Community of London.

The Constitution of the Hujjat defines the roles of Trustee, Executive Committee and Office Bearers within the Executive Committee – these are described in Appendix A – Stakeholders. Additionally, the community’s organisation is separated into a number of organisations, referred to as “**sub committees**”. The sub committees are also enumerated in Appendix A. Finally, Hujjat is a member organisation of wider bodies – which are listed in Appendix A.

To date, an initial assessment of the work within Hujjat’s administrative office has taken place, Hujjat (and some of its Sub-committees) have published privacy policies based on their understandings (Hujjat Privacy Policy is attached as Appendix B). The scope of this work includes the Sub-committees listed in Appendix A of this document.

Hujjat generally enters long-term relationships with selected suppliers, which are subject to ongoing performance assessment.

The purpose of this document is to set out Hujjat’s requirements and invite prospective suppliers to respond with details on how they would assist us in delivering our requirements in relation to:

- 1) A mapping exercise of all personal data processed by Hujjat, in the context of internal processes as well as in the context of the organisation’s public-facing activities and services;
- 2) A review and analysis of policies, processes, procedures of Hujjat that involve the collection and processing of personal data and the identification of any gaps in compliance with the requirements of applicable data protection laws, including the General Data Protection Regulation (GDPR);
- 3) A review and analysis of internal operational documentation related to the collection and processing of personal data and the identification of any gaps in compliance with the requirements of applicable data protection laws, including the GDPR;
- 4) A review and analysis of contractual relationships with third-party service providers who process personal data on behalf of Hujjat, and the identification of any gaps in compliance with the requirements of applicable data protection laws, including the GDPR – as well as a view on the implications and interrelation with The Privacy and Electronic Communications Regulation (PECR);
- 5) A prioritised recommendations roadmap for remediation of any identified gaps in compliance with the requirements of data protection laws applicable to Hujjat’s activities and operations; and
- 6) A proposal for such remediation based on an understanding of the completion of items 1-5.

The Project would require the following elements:

### 2.1 PREPARATION

- Supplier to select and enlist a team of competent GDPR specialists with the requisite experience and knowledge to adequately perform the tasks required to bring the project from initiation to completion, in accordance with the specific requirements set out in this RFP;
- Creation of a customised survey and stakeholder interview tracker to be used to gather required information about the operations, activities, sources of personal data Hujjat processes, as well as

policies, processes, procedures, internal operational documentation and third-party vendors used by Hujjat in connection with the personal data they process;

- Creation of a register to record all data sources and map to the information required to be recorded under the GDPR;
- Scheduling the appropriate stakeholder interviews in good and sufficient time, accounting for the fact that most Hujjat stakeholders responsible for various lines of activity and business processes are community volunteers, and their availability is limited (please assume the availability of most individual stakeholders will be between 1 to 2 hours, limited to weekday evenings or weekends); and
- Creating a separate client folder to store and organise information and documents received from the Hujjat that allows the review and analysis of same in an orderly and thorough manner.

## 2.2 FINAL WORK PRODUCT

- Completion of the tasks and deliverables as set out in Section 3.2 of this document below.

## 2.3 MANAGEMENT AND REPORTING

- **Governance:**
  - Constant communication between the supplier and Hujjat's stakeholders, as deemed necessary by, or agreed with, the Client.
  - Weekly progress meetings with Hujjat management.
- **Quality Control:**
  - On an ongoing basis, identify any questions, missing information or other queries for immediate internal escalation with relevant Hujjat stakeholders.
- **Reporting:**
  - Record information gathered in stakeholder interviews in a tracker especially created for the Project.
  - Record mapping of all personal data processed by Hujjat in an appropriate user-friendly document that can be maintained and modified by Hujjat going forward;
  - Store and organise all internal documentation provided by the Hujjat for the purposes of project analysis in a separate folder for the Project, and record in a separate document an index of same;
  - Record all findings of the analysis in a report organised around data sources identified, internal documents identified, external vendor contracts identified, and relevant policies in force.

## 3 GDPR COMPLIANCE AND OPERATIONAL ASSESSMENT AND REMEDIATION

### 3.1 OBJECTIVES AND SCOPE

Hujjat wishes to appoint a supplier to perform an assessment, gap analysis and provide related recommendations with respect to the compliance with the GDPR of Hujjat's internal policies, processes, agreements, and procedures, as well as of its public-facing activities, including, amongst others, donation drives, fundraising, distribution of benefits, administration of community programs, administration of internal finances, human resources, IT systems, membership services (e.g. burial, secular and religious education, tuition, sporting activities and legal aid).

### 3.2 TASKS AND DELIVERABLES

The likely tasks and deliverables required from the chosen supplier shall include, but not be limited to, the following:

<b>Initial Kick Off</b>	Complete a short preparatory discussion with Hujjat Contact Person as identified in this RFP to confirm the availability of relevant Hujjat stakeholders, as well as scheduling needs and other operational questions to facilitate delivery of the Project.
<b>Stakeholder Interviews</b>	Conduct interviews with relevant Hujjat stakeholders in order to complete the Data Assessment, Vendor Assessment and Process Maps.
<b>Data Assessment</b>	Complete an assessment of the personal data held by Hujjat (categories held, where and how it is stored, relevant data flows, consents obtained and data usage). The mapping exercise and assessment should account for the fact that the Hujjat has already undertaken such an initial mapping exercise internally, the results of which should be reviewed as part of the new personal data assessment.
<b>Vendor Assessment</b>	Perform a gap analysis on the current contractual arrangements with any third-party service providers and vendors providing services or otherwise processing personal data on behalf of Hujjat.
<b>Process Maps</b>	As-Is process maps in Microsoft Visio or PowerPoint, which outline the processes investigated within each Sub-committee, including Inputs, Actors, Process Steps and Outputs.
<b>Gap Analysis</b>	<p>Perform a gap analysis on Hujjat's existing policies, and procedures, and internal organisational documentation with respect to personal data protection.</p> <p>This should include the gap between the current estate and a minimally GDPR / personal data protection legislation compliant state, as well as gaps to reach a best practice state.</p>

<b>Roadmap</b>	<p>Develop a GDPR Roadmap internal implementation at Hujjat, consisting of recommended steps to bring Hujjat into compliance with the GDPR.</p> <p>The roadmap should contain, in particular:</p> <ol style="list-style-type: none"> <li>1) Detailed specifications as to required practical steps that can form the basis for a subsequent RFP for remedial work required further to the recommendations provided; and</li> <li>2) Indicative costs and timing for the completion of the recommended remedial steps.</li> </ol>
<b>Quick-Win Implementation</b>	<p>Implementation of a set and agreed scope of Quick Win remedial actions identified within the Roadmap with the aim of rapidly bringing Hujjat closer to compliance to GDPR.</p> <p>These items may be identified in advance of completion of the Roadmap deliverable, as long as the work items identified are agreed with Hujjat before commencement.</p> <p>This should be presented as a rate-carded number of hours which can be drawn down from once the work items to be completed are identified. Costs for this should be presented as separate.</p>
<b>Report &amp; Presentation to the Client</b>	<p>Record the Data Assessment, Gap Analysis, IT Vendor Assessment and Roadmap in a formal Report and executive presentation to Hujjat. The Report must, more specifically, detail Hujjat's GDPR compliance status, remediation actions taken by the supplier and any further remediation required to become compliant.</p>
<b>Implementation Check Point</b>	<p>A check-point as set out in the Roadmap. An assessment of progress made by the Hujjat on the Roadmap recommendations. Written status report, including recommended next steps to ensure timely completion of Roadmap milestones. The Implementation Check Point is to be scheduled at a time after the completion and communication to the Hujjat of the recommendations that is mutually convenient to the Hujjat and the supplier.</p>

## 4 PURPOSE OF THIS RFP

This Request for Proposal (RFP) forms the basis on which prospective suppliers will be assessed before narrowing down to a single supplier or a combination of multiple suppliers. Suppliers will be assessed on a number of factors including, but not limited to, (i) the demonstration of relevant experience with GDPR compliance and operational and organisational remediation planning in that sphere; (ii) an ability to combine the legal, technology and consulting skills required for this engagement; (iii) capability specific to the charities industry and prior experience with organisations similar to Hujjat; (iv) an understanding of Hujjat operations and requirements; (v) a clear and concise response on how the objectives of the Project and the related tasks and deliverables, as listed in Section 2.2 of this document, will be met; and (vi) cost and timeframes.

### 4.1 FORM OF RESPONSE

Full details of the form of response required from suppliers in relation to this RFP are provided in Section 5 below.

### 4.2 TIMETABLE

It is intended that this RFP process will be conducted as follows:

**Please Note: the dates for Submission, Decision and Anticipated Start have been updated on 12/12/18.**

Process	Dates
Issue RFP to potential suppliers	29/10/18
Deadline for questions from potential suppliers	12/11/18
Consolidated Q&A (if required)	26/11/18
Potential supplier clarification calls (optional)	30/11/18
RFP Submission deadline	<del>7/12/18</del> 19/12/18
Anticipated decision date	<del>12/12/18</del> 28/12/18
Anticipated start date	<del>17/12/18</del> 14/1/19

## 5 INSTRUCTIONS TO RESPONDENTS

### 5.1 FORMAT OF RESPONSE

- 5.1.1 All responses must follow the precise format specified in Section 6: Question Set.
- 5.1.2 Responses to each of the requirements must be made in sufficient detail for an appropriate assessment to be made of the fit of the supplier's capabilities and credentials.
- 5.1.3 Responses will be well served by providing example deliverables from similar previous engagements, anonymised as necessary.

### 5.2 CONTACT DETAILS

Questions regarding particular aspects of this RFP or any other matter relating to this RFP should be raised via the Hujjat's contact person set out below (the "**Contact Person**"):

**GDPR Project Manager**

[gpdr@Hujjat.org](mailto:gpdr@Hujjat.org)

It is your responsibility to seek clarification of any requirements of this RFP which are not understood. Requests for clarification must be made via the above-mentioned Contact Person. Please only submit enquiries via e-mail to the Contact Person named above. Matters raised will be collated and cascaded with responses to all bidders to ensure a common understanding, not on an individual basis. These responses shall be issued as a consolidated Q&A response at relevant intervals.

On no account should you contact anybody within the Hujjat other than the Contact Person named in this section in connection with this RFP. Failure to comply with this requirement could lead to immediate disqualification.

### 5.3 SUBMISSION OF RESPONSE

- 5.3.1 You shall submit one complete copy of your response with all accompanying documentation electronically in Word or PowerPoint (not password protected) to the Contact Person. Please also attach any Excel pricing templates where asked.
- 5.3.2 Proposals received after the RFP submission deadline will not be accepted. Hujjat may, at its sole and absolute discretion, elect to extend the RFP submission deadline.

#### 5.4 OBLIGATIONS FOR ACCEPTANCE

Hujjat is not obliged to disclose the reasons behind any decision taken in response to this RFP to any parties. The Hujjat shall not be obligated to accept and reserves the right to, in its sole discretion, reject any proposal, in whole or in part. The Hujjat reserves the right, in its sole discretion, to waive non-compliance of any supplier. The Hujjat reserves the right to take any of the following courses of action, among other courses not listed below:

- Enter into negotiations with any supplier that provides the services to which this RFP relates;
- Develop a short list and re-issue a revised RFP;
- Meet with one or more firms to further discuss their proposals;
- Negotiate directly with one or more suppliers;
- Re-package the offering and negotiate with one or more suppliers; or
- Do nothing and keep the information on file for future reference.

By submitting a proposal under this RFP, a supplier acknowledges that being selected as the winner of this RFP does not provide any guarantee or advantage toward being awarded any subsequent work in connection with the current subject matter or otherwise, including by being selected the winner of any subsequent RFP, and the Hujjat shall have no obligation to award any such subsequent work to the winner of the current RFP.

## 6 QUESTION SET

Please provide a response to each question below in line with 3.1, Form of Response:

Question Number	Section	Question
1	Executive Summary	Please provide a short, structured summary of the key features of your proposed delivery model demonstrating your understanding of the scope of the requirements and how you intend to meet Hujjat's needs.
2	Delivery Model	Based on the scope of work please suggest a number of models that would be suitable for the delivery of this including estimated number of resources, resource skill sets, location, technology, methodologies followed, mobilisation timescales etc.
3	Experience and Competency	Please demonstrate your experience and competency in completing this scope of activity with reference to scope and complexity.
4	Experience and Competency	Please provide 2 case studies of similar scope and scope and timing details.
5	Delivery Model	Please detail your main delivery centres including number of employees/consultants you have in relevant locations.
6	Delivery Model	Are there any key third parties you will use to perform the services? If any, please highlight what they would deliver.
7	Delivery Model	Please confirm the anticipated risks undertaking this activity and how you propose to mitigate these.
8	Delivery Model	Please submit a mobilisation and delivery plan (including number of resources and time required to build the team) for how this could be completed by the timeline provided. (Attach as required)
9	Delivery Model	Please attach applicable process maps/playbooks to support your proposal
10	Delivery Model	Please also set out how you would deliver programme reporting, including the different types of reporting expected on a programme of this nature. Please confirm the frequency of reports.
11	Technology	Please describe what technology you have assisted clients to consider in respect of personal data management and governance which would be applicable to this engagement.
12	Pricing	Please provide a both a fixed fee price, and a rate card in the event that items fall outside any provided qualifications, assumptions or result from a change in scope, or from requests from Hujjat to address additional Quick-Win delivery scope items.
13	Hujjat Dependencies	Please highlight and explain the dependencies that you would have on Hujjat to ensure successful programme delivery. These may include technology requirements and system access, internal employees/volunteers, etc.

## 7 APPENDIX A – STAKEHOLDERS

### 7.1 TRUSTEES, EXECUTIVE COMMITTEE AND OFFICE BEARERS

Role	Responsibilities	Number of People	Role on this Project
<b>Executive Committee</b>	Responsible for strategic direction of Hujjat	14	<ul style="list-style-type: none"> <li>Receive Presentations from the Project Team</li> </ul>
<b>Office Bearer</b>	Responsible for the day-to-day running of Hujjat	6	<ul style="list-style-type: none"> <li>Review deliverables</li> <li>Ensure Stakeholders and Subcommittees are available and engaged with the team</li> </ul>
<b>Staff</b>	Operating the Hujjat office (or The Shia Ithna'asheri Madressa)	4	<ul style="list-style-type: none"> <li>Input to data gathering</li> </ul>

### 7.2 SUB-COMITTEES / BODIES UNDER JAMAAT UMBRELLA (BUJUS)

Some of the bodies listed here may not identify as a BUJU, however are included as they are within the scope of this work.

Sub-Committee	Description (if required)
BSL Classes	Run classes on learning British Sign Language
Daily Qur'an Classes	
Thursday Daily Qur'an Classes (TDQC)	
Youth Azadari Drive [YAD]	Run classes teaching youth how to recite Islamic poetry
Hujjat Daily Qur'an Classes (HDQC)	
Hujjat Bookshop	
HQC: Hujjat Qur'an Classes	
Darul Qur'an: New Classes	Quran classes
Ladies Committee	Responsible for day-to-day running of the ladies section of the mosque, and programmes for the ladies
Marriage Registration Team	
English Listening Centre	Responsible for day-to-day running of English-only programmes
Hujjat Saturday Workshop	Volunteer run Saturday school for children and youth
Husaini Tuition Centre	Academic Tuition for students within the community
Seniors of The KSIMC of London	Responsible for day-to-day running of the senior citizens of the community, including day-trips and weekly gatherings
The Islamic Montessori School	
The Shia Ithna'asheri Madressa (SIM)	Volunteer run Sunday school for children and youth
Hujjat Academy	Weekly classes on Islam for adults
Inspirational Minds	Mental health and wellbeing support organisation
Stanmore Jafferys	Youth club, organising primarily sports sessions and tournaments
Audio-Video Team	
Treasurer's Desk	Gathers donations on event nights at the centre
Mukhi Subcommittee	Organises reciters for event nights at the centre

Hujjat Welfare	Organisation supporting the economic and social needs of the community
Hujjat Green Initiative	Organisation seeking to further a 'green' agenda at the centre
Education Team	Running classes for youth and adults on various topics
Kitchen volunteers	Prepare tea and snacks, or food for events at the centre
CPV	Car Park Volunteers at the centre
Serving volunteers	Serve tea, snacks and food at the centre
Reciters Committee	Organise the reciters of poetry and Quran at the centre

### 7.3 PARENT ORGANISATIONS

Hujjat is a member of the Council of European Jamaats (**CoEJ**), which is based in the UK, and has other member organisations across Europe.

CoEJ is in turn a member of the World Federation of Khoja Shia Ithna-Asheri Jamaats (**WF** or World Fed). The World Federations is based in the UK, on the same site as Hujjat, however has membership from across the world, including the US, Canada, Africa, Asia, Europe, etc.

Both organisations may share and process data in any of the geographies within which they operate. Sufficient due diligence will be required within this work to identify any remedial actions required on the part of Hujjat with regards to these relationships.



Hujjat Privacy  
Policy-26May2018.pdf