



Terms of Reference for outsourced ICT Support Services

Organizational Context

Under the overall guidance and supervision of the Representative and the direct supervision of the Operations Manager the ICT consulting Firm will maintain required ICT systems in the UNFPA Uganda Country Office in accordance with UNFPA global ICT policies. The consulting firm will coordinate information needs and technical support requirements of UNFPA in Uganda. The firm will provide weekly technical support for users of the Local Area Network (LAN)/Wide Area Network (WAN), information management tools and technology infrastructure.

The ICT Consulting Firm shall identify a Lead-Consultant competent in the technical aspects of LAN/WAN and communication systems (daily support, training, implementation) in order to ensure 100% availability of the technology environment. System support includes both corporate and user area specific technology environments. The ICT Consulting firm will be responsible for the review and advice on the use of new technologies that will enhance the assigned ICT units' productivity.

Purpose

The Consulting firm will provide engineer-level ICT Staff for onsite support for 1 to 2 days a week through one staff on duty at UNFPA offices during working hours and additional overtime and / or manpower when needed. The staff will consist of ICT engineers with good communication and technical skills, coupled with industry certification and substantive experiences in providing first line support in installation, configuration and troubleshooting and maintenance.

Main Tasks and Responsibilities of the Lead-Consultant

1. Ensure safety and security of all computerized data, information, files and documents
2. Ensure internet availability and reliability, working with ISP to make sure that Internet services are working well and properly managed.
3. Indexing the ports in/outlets in the server room, keep ICT equipment, storage area and work area clean and organized including other accessories.
4. Administer and maintain office servers (Mail, Active Directory, and others) and all LAN/WAN equipment, periodically updating software and configurations as well as the copies of the systems and databases.
5. Ensure full operation of network utility procedure (Active Directory Administration) & security attributes, establishing directories, drive-mapping, configuring network printer & providing user access.

6. Train staff on the use of the office intranet, network sharing and help them to archive official documents/emails, and support in the implementation of the electronic archive of all documents.
7. Troubleshoot and monitor network problems: File Server Traffic, usage and performance, network security access and space usage. Follow up with staff for corrective measures.
8. Implement and apply corporate ICT policies, strategies and plans in the Country Office and Field Sub-offices and ensure optimal performance of the computers in UNFPA offices in Uganda. Provide computer training as well as trouble shooting and ad-hoc technical assistance to users.
9. Administration of antivirus server: Virus detection, removal and prevention for all systems. Ensure periodic anti-virus update anti-virus protection and other required software for the information system in the Country office is done.
10. Install and maintain satellite telephone and VoIP telecommunications equipment and software as required in line with agreed security and business continuity arrangements.
11. Maintain documentation of processes, procedures and troubleshooting guides including tracking vendor service requests through completion
12. Notify UNFPA in writing within a maximum of 2 days in case it's unable to respect a contractual stipulation indicating reasons.
13. Test and verify newly purchased ICT equipment against approved quotations received from suppliers and confirm the purchased equipment are as per approved quotation
14. Ensure that faulty machines under warranty are delivered to and also picked from the warranty Centre after repair work is done warranty
15. Perform weekly site visits to assess the status of user machines and fix any arising incidents and provide reports thereof.

DELIVERABLES

- Properly functioning, secure and efficient network and servers.
- Fully installed and Properly functioning computer systems, PABX and accessories
- An efficient software applications and antivirus software on the network
- Optimized network infrastructure, datacenter and ICT management aligned with corporate standards
- Good working condition of systems, hardware, and equipment maintained
- UNFPA Staff well equipped on the latest ICT Technology and advancement
- Comprehensive handover note with clear recommendations for further/future improvements
- Satisfactory user support

Requirements for the firm

- Legally registered organisation with requisite professional experience and knowledge of Network technologies including Microsoft Windows, corporate ICT security and viral protection systems, ERP, PC/LAN operating systems and VoIP telecommunications.
- Knowledge of Ability to perform a variety of standard specialized and non-specialized tasks and work processes that are fully documented, researched, recorded and reported.

- Ability to review a variety of data, identify and adjust discrepancies, identify and resolve IT operational problems.
- Ability to manage work of a confidential nature and handle large volumes of work
- Should possess experience of client support, such as, a Help Desk or User Support Unit
- Planning and Delivering results
- Willingness to take ownership of issue analysis and resolution efforts and committing to “doing what it takes” to resolve technical issues regardless of effort or time required
- The firm shall have local presence, on the ground to handle emerging issues.

The firm must have IT support personnel with the following qualifications

The Lead-Consultant (from the consulting firm) should be

- a) An advanced degree in Information Technology or Computer Sciences, Engineering or any other related fields
- b) At least 5 years’ experience in trouble shooting, networking, hardware and software maintenance
- c) Hands on experience in trouble shooting, networking, basic programming and relevant software applications
- d) Previous working experience in UN is an asset
- e) Good command of English, both written and spoken
- f) Able to work under challenging circumstances with minimum supervision

Time frame and Location

- The services provided by the contractor shall be on-call basis, 24/7 and may be delivered by electronic mail, both written and spoken.
- Total duration of the contract is 2 years renewable for another 1 year upon satisfactory performance and availability of funding.
- The main service site shall be at Plot 12A, Baskerville Avenue, Kololo, P. O. Box 7184, Kampala. Occasionally, support may be required in Gulu, Moroto and Adjumani.

Communication and reporting obligations

The contractor shall;

- Provide UNFPA with quarterly Activity report at the end of every quarter. The report may cover such aspects like progress made in provision of services, identification of unforeseen areas of concern, delays in provision of the services, causes of such delays and proposed measures to correct the causes.
- Notify in writing for any onsite technical support to be rendered beyond regular office hours, subject to approval of UNFPA

- Submit end of contract report stating that there is no pending issues at the end of the contract period which the Administrator shall concur.
- Be responsible for any damages done to equipment as a result of the service provider's negligence.

TERMS OF PAYMENT

- The contractor shall be paid on a quarterly basis subject to acceptable performance report
- Payment shall be made in 30 days upon submission of invoice and service performance report
- No advance payment shall be made to vendor

Deadline for submission of bids is 30th November 2017 at 11am.