



TOR FOR OUTSOURCING IT SERVICES OF FTA

Introduction

Fairtrade Africa (FTA) is the umbrella organisation representing Fairtrade certified producers in Africa. FTA aims to effectively represent producers within the International Fairtrade system and to contribute to livelihood improvement of African producers by increasing access to markets. Established in 2005, FTA directs policy and strategic development of the organisation. FTA has four (4) regional networks – Eastern, Central, Southern, West and Middle East and North Africa and the Middle East supporting producer activities.

FTA has over 60 employees stationed in various countries in the regional networks in Africa, who travel frequently in Africa and the rest of the world. FTA has a server in the Nairobi office that is the backbone of its activities in all its Regional offices. Staff are required to have access to the server 24hours, to be able to access important information and mails that facilitate their work. Included in the network is a Telephone network with networked IP phones connected to the server and an automated door security access system.

FTA is seeking the service of an IT company to assist the office in all the below stated ICT (Information & Communication Technology) related issues categorized into requirements broken down in three main areas namely: preventive, remedial and continual on call support.

Scope and extent of work

1. Preventive Maintenance of ICT equipment

The preventive maintenance will include but not limited to the following: The preventive maintenance should be done using proper cleaning materials such as CD-ROM cleaner, server tape drive cleaner, Printer cleaning kit, Keyboard & mouse cleaning kit, Monitor screen cleaner

- Clean screens, keyboards, mouse, CD-ROMs,
- Blow dust out of system units, monitors, keyboards, air conditioning in server rooms, and UPS
- Adjust, lubricate and test printers
- Check and reboot switches, hubs, routers, access points, and other network hardware.
- Check virtualization host
- Remove virus, Trojans, and any malware
- Check all servers and clients are getting latest Antivirus updates
- Check the Antivirus Server is getting the latest antivirus updates
- Check all computers are getting patch updates through the Patch Link



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- Distribution Point (PDP)/WSUS or LEMSS
- Updating server firmware and antiviruses
- Free up disk spaces – delete temporary files, cookies, history and pirated software
- Defragment hard disks
- Remove unnecessary memory resident programs
- Take appropriate action to improve computers' performance.
- Propose improvements which meet the needs of the organization and ensure that Best Value for money is provided.

2. Remedial Maintenance

In addition to the preventive maintenance the service provider should maintain the all the ICT equipment's; virtualization hosts, laptops, desktops, printers,, servers, switches, routers, access points', PABX and IP telephone system. at Fairtrade Africa and remotely to its Regional Offices whenever there is a technical problem. The remedial maintenance activities include;

- Installation, configuration and testing of all ICT equipment
- Test and adjust the in house internet connectivity problems, Local Area Network Nodes and Wireless access points.
- Test the proper functioning of electric outlets for all ICT equipment.
- Test and adjust UPS
- Any other problem related to ICT

Additional areas of work

- Testing and verifications of newly purchased ICT equipment against approved quotations received from suppliers and confirm the purchased ICT equipment are as per the approved quotation.
- Taking inventory of all computers and all other IT assets on quarterly basis (servers, desktops, laptops, UPS, printers, switches, hubs, routers and internet connectivity at FTA office.) The template for inventory taking will be provided by FTA contact person.
- Liaison with local ISP (Internet Service Provider) to ensure that there is continued internet connectivity.
- Ensuring that faulty machines under warranty are delivered to and also picked from the warranty centre after the repair work is done.

3. Continual service when IT support is required

- The IT service provider should provide on call remedial maintenance from Monday to Friday (excluding national holidays) whenever called upon to support our staffs from all over Africa and beyond as maybe deem appropriate. The service provider will schedule time when they will be based on client's office at least once a week to offer any technical support needed.
- Assist the organization to put all structures in place to facilitate move to the cloud instead of office based server in future as per organizations long term plan.



4. Duration of contract

The duration of the contract is anticipated to run for a period of one year commencing on the date of signing the Service Level Agreement. The subsequent years will be subject to an evaluation of the 1st years' service performance.

5. Submission of proposal

The proposals for this assignment will include:

- A technical proposal for the provision of the required service
- A financial proposal/ budget forecast
- Demonstration of two assignments of a similar nature
- The CVs of at least two staff of the service provider (education background, expertise and experience in relation with the scope of this assignment).

Respondents are required to complete and submit a Technical Proposal and a Financial Proposal for evaluation purposes.

The proposal will be evaluated based on the following;

i. Take on project

- Provide a brief explanation of the Take on Project

ii. Operation and maintenance

- Describe your operational processes and customer interface points
- Describe your proactive maintenance activities
- Describe your service level management process

iii. Continual service improvement

- Describe how you ensure that IT remains aligned as the organization's needs change over time
- Describe how you would endeavour to improve IT services over time to:
 - Reduce costs or improve efficiencies
 - Reduce risks or improve compliance
 - Better support the organization's operations

iv. Service delivery role players

- The vendor will be expected to provide a single point of contact for support and maintenance for all aspects of the IT services. Describe how you do this.