



TERMS OF REFERENCE

**ENGAGEMENT OF ICT CONSULTING FIRM TO PROVIDE ICT
SUPPORT SERVICES TO SADC SECRETARIAT**

CONTRACT REFERENCE NUMBER: SADC /3/5/2/305

TERMS OF REFERENCE

1. BACKGROUND INFORMATION	47
1.1 PARTNER COUNTRY AND PROCURING ENTITY	47
1.2 CONTRACTING AUTHORITY	47
1.3 COUNTRY BACKGROUND.....	47
1.4 CURRENT SITUATION IN THE SECTOR.....	47
1.5 RELATED PROGRAMMES AND OTHER DONOR ACTIVITIES	47
2. OBJECTIVE, PURPOSE & EXPECTED RESULTS.....	47
2.1 OVERALL OBJECTIVE.....	47
2.2 PURPOSE (SPECIFIC OBJECTIVE).....	47
2.3 RESULTS TO BE ACHIEVED BY THE CONTRACTOR	48
3. ASSUMPTIONS & RISKS	49
3.1 ASSUMPTIONS UNDERLYING THE PROJECT	49
3.2 RISKS	49
4. SCOPE OF THE WORK.....	49
4.1 GENERAL	49
4.2 SPECIFIC WORK	49
4.3 PROJECT MANAGEMENT	51
5. LOGISTICS AND TIMING	51
5.1 LOCATION	51
5.2 START DATE & PERIOD OF IMPLEMENTATION	51
6. REQUIREMENTS.....	52
6.1 STAFF.....	52
6.2 OFFICE ACCOMMODATION.....	53
6.3 FACILITIES TO BE PROVIDED BY THE CONTRACTOR	53
6.4 EQUIPMENT	53
6.4 INCIDENTAL EXPENDITURE.....	53
6.5 EXPENDITURE VERIFICATION	53
7. REPORTS	54
7.1 REPORTING REQUIREMENTS	54
7.2 SUBMISSION & APPROVAL OF REPORTS	54
8. MONITORING AND EVALUATION	54
8.1 DEFINITION OF INDICATORS	54
8.2 SPECIAL REQUIREMENTS	54
9. BUDGET	54

1. BACKGROUND INFORMATION

1.1 PARTNER COUNTRY AND PROCURING ENTITY

Southern African Development Community (SADC)

1.2 CONTRACTING AUTHORITY

Southern African Development Community Secretariat (SADC Secretariat)

1.3 COUNTRY BACKGROUND

The Southern African Development Community (SADC) is a Regional Economic Community comprising 16 Member States, namely; Angola, Botswana, Comoros, Democratic Republic of Congo, Eswatini, Lesotho, Madagascar, Malawi, Mauritius, Mozambique, Namibia, Seychelles, South Africa, Swaziland, Tanzania, Zambia, Zimbabwe. Established in 1992, SADC is committed to Regional Integration and poverty eradication within Southern Africa through economic development and ensuring peace and security.

1.4 CURRENT SITUATION IN THE SECTOR

SADC ICT Infrastructure has been growing at an alarming rate given the rising reliance on information technology by the organisation and the world over. The ICT infrastructure at SADC Secretariat includes hardware and systems that requires a dedicated support. The organisation is also preparing adoption of cloud computing to increase efficiency and effective use of information technology towards support of regional integration programmes.

1.5 RELATED PROGRAMMES AND OTHER DONOR ACTIVITIES

None.

2. OBJECTIVE, PURPOSE & EXPECTED RESULTS

2.1 OVERALL OBJECTIVE

The main objective of this assignment is to enhance the use of technology by the SADC Secretariat in the implementation of regional integration programs and corporate activities

2.2 PURPOSE (SPECIFIC OBJECTIVE)

The main objective of this assignment is to enhance the use of technology by the SADC Secretariat in the implementation of regional integration programs and corporate activities

2.3 RESULTS TO BE ACHIEVED BY THE CONTRACTOR

The following are the expected results to be achieved by the Contractor: -

S/No	Expected Deliverables
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1	Management of the SADC helpdesk system -Logging of 99% of user tickets and system faults/failures and timely resolution of all issues raised. Escalation to the vendors for any faults which require vendor support. User satisfaction survey after resolution shall be automatically sent to the user and monitored.
2	Backup Reporting - Ensuring weekly and monthly tape Backup of all SADC critical servers are successful and taken offsite for storage. Also ensure daily incremental to disk are scheduled and successfully running. Quarterly restoration and testing of offsite backups. In case of failures, evidence of timely rescheduling and if necessary escalation of faults to the vendor and follow-ups until resolution will be required. Main deliverable is a weekly report showing evidence of weekly and especially monthly offsite delivery of successful tape backups and quarterly backup restore tests results. A report for any unsuccessful backups will be required as well as remedial measures taken.
3	Central Management and monitoring of Antivirus - Ensuring all computers and servers on the SADC network have an up to date and supported antivirus version and latest virus definitions installed and all are centrally managed through the F-Secure antivirus policy manager. Any infections shall be scanned, quarantined and cleaned and devices which have not connected for more than 14 days shall be reported and followed up.
4	Patch Management - Through the Microsoft Systems Center Configuration Manager, ensure all servers and workstations are updated on a monthly basis with the latest critical, security and important updates as well as any ad-hoc security update releases. Servers shall be tested in a separate environment before application of updates.
5	Maintenance of an up to date ICT asset inventory. Two full asset counts to be performed per year and thereafter recording and tracking of asset movements. Reports of unused, non-functional assets shall be prepared and sent to the SADC ICT team.
6	Documentation – Documentation of new processes, forms and standard Operating procedures (SOPs) when requested by SADC.
7	Network Management – Ensuring Cisco IOS software is up to date by performing upgrades when requested by SADC ICT team. Ensuring all devices monitored through the network monitoring software are being monitored and alerting SADC ICT staff in case of exceptions. Main deliverables include quarterly IOS reviews, Cisco log review reports and reconfiguration to best practice when required such as to address audit recommendations.

3. ASSUMPTIONS & RISKS

3.1 ASSUMPTIONS UNDERLYING THE PROJECT

The technicians will be provided with office accommodation and proper access to SADC Systems. SADC has plans to join cloud computing or other new technology the contractor shall be able to provide adequate resources for support new technologies

3.2 RISKS

The following Risks are anticipated: -

Risks	Risk level (H/M/L)	Mitigating measures
The contractor will have adequate experience in managing on premise and cloud solutions	M	Ensure the second level team possess skills for both on-premise and cloud solutions

4. SCOPE OF THE WORK

4.1 GENERAL

4.1.1 Project description

The assignment involves support SADC Infrastructure at the HQ, Disaster recovery Site and satellite offices to ensure high availability of systems and infrastructure and minimise downtime.

4.1.2 Geographical area to be covered

The consultancy will be based in Gaborone, Botswana but may be requested to provide services outside of Gaborone.

4.1.3 Target groups

All SADC secretariat staff and external stakeholders

4.2 SPECIFIC WORK

For Level 1 technicians

- User support on desktops, laptops and tablets. On-site and external meetings support in Gaborone. In case of meetings outside Gaborone, the Secretariat will pay for transport and per diem of the technician provided, as applicable
- Help desk
- Manage user accounts and network printing
- On-site maintenance of desktops, laptops, tablets, printers, peripheral devices and network components.
- Configuration and support of e-mail and internet clients
- Continuous maintenance of ICT documentation
- Ongoing hardware preventive maintenance
- Perform backup and restore functions
- Physical control of ICT assets, either in use, in storage or at meetings (in Gaborone).
- First level support for Unified/Converged Communications services (voice, video, data) – eg: Assigning extension numbers to new staff.
- Full ICT asset count and updating of SADC ICT assets inventory at least twice a year and updating in the asset tracking system.
- SADC Sebele Disaster Recovery site visit at least once a week for maintenance and support.
- Proper and tidy local area network cabling maintenance in data centres and patch rooms at all locations.
- Supporting of video conference meetings via Zoom, Microsoft Teams, Skype, Cisco Telepresence and Polycom. This will involve creating meeting requests, hosting and supporting virtual meetings.

Software to be supported by Technicians:

Windows 7, Windows 8 and Windows 10
F-Secure Client and Server Security
Microsoft Office suite
Veeam Backup
Microsoft Exchange
Web browsers (e.g. Firefox, Internet Explorer, Chrome)
Compression software (e.g. Winzip, 7-zip, Winrar)
Adobe Software
Any other desktop programs that may be installed in future
Backup of all critical applications
Help Desk procedures, logging and resolution
First Level support of other custom applications (GIS, TRADOS translation software, etc.) servers including but not limited to Anti-Virus updating and maintenance of software patches

The bidder shall provide transportation for ALL Technicians to facilitate movement to all sites and destinations within Gaborone whenever support is required. This **MUST** clearly be stated in the bid.

The names of all four onsite technicians **MUST** be provided together with their corresponding curriculum vitae.

For Level 2 support technician(s)

- Highest technical resources available for problem resolution or new feature creation.
- duplicate problems and define root causes, using product designs, code, or specifications.
- solve problems escalated by level 1 and communicate with vendors on major problems

Support the following products and services: -

- Email system (Microsoft Exchange),
- Skype for Business,
- Cisco infrastructure,
- Fortinet products,
- Microsoft products
- Linux,
- Papercut
- MF, Veeam Backup,
- F-Secure,
- Server Virtualization,
- Video Conferencing,
- HP servers and Dell.

4.3 PROJECT MANAGEMENT

4.3.1 Responsible body

The Consulting firm shall work closely with Senior Officer ICT and appointed ICT Network Officer under the overall guidance of Deputy Executive Secretary-Corporate Affairs. ICT Unit shall be responsible for the operational day-to-day management and coordination of the consultancy work.

4.3.2 Management structure

The Service Provider shall be responsible for the operational day-to-day management and coordination of the consultancy work. The Consulting firm shall work closely with Senior Officer ICT and ICT Network Officer under the overall guidance of Deputy Executive Secretary: Corporate Affairs. ICT Unit shall be responsible for the operational day-to-day management and coordination of the consultancy work.

4.3.3 Facilities to be provided by the contracting authority and/or other parties

For all experts working on the project SADC Secretariat, as the Contracting Authority, will facilitate residence and work permit, as well as residence permits for the immediate family members if required.

5 LOGISTICS AND TIMING

5.1 LOCATION

The project will be implemented in SADC Secretariat Gaborone Botswana

5.2 START DATE & PERIOD OF IMPLEMENTATION

The intended start date is 1 October 2022 and the period of implementation of the contract will be 24 months from this date. Please see Article 3 of the specific contract for the actual start date and period of implementation.

6 REQUIREMENTS

6.1 STAFF

Note that civil servants and other staff of the public administration, of the partner country or of international/regional organisations based in the country, shall only be approved to work as experts if well justified. The justification should be submitted with the tender and shall include information on the added value the expert will bring as well as proof that the expert is seconded or on personal leave.

6.1.1 Experts

Experts have a crucial role in implementing the contract. The contracting authority is indicating an absolute minimum input in terms of related qualifications and experience for the experts.

Experts

Four (4) level 1 Technicians

Qualifications and Skills

- Academic/ Industry Standard Qualifications
- A minimum of a Diploma in Information Technology and Systems
- Minimum certificate on A+, N+, Linux, HP, Microsoft (MSCA) or Cisco and Fortinet Certifications

General Professional Experience

- Evidence of ability to support Cisco hardware
- Evidence of ability to support Microsoft software
- Proven experience in use of cloud computing
- Experience in supporting desktop computers and mobile phones
- Experience in support of internet and related services

Specific Professional Experience

- Experience in multi-platform Microsoft (and Linux) server environment and Cisco unified/converged communications
- Minimum 4-year experience in supporting Fortinet devices, VMWare applications,
- Minimum of 1 years supporting video conferencing equipment and software
- Minimum of 2 years in supporting Microsoft Exchange

Three (3) Level 2 Technicians

Qualifications and Skills

- A minimum of a Degree in Information Technology and Systems
- Minimum certificate on A+, N+, Linux, HP, Microsoft (MSCE) or Cisco and next generation firewall Certifications

General Professional Experience

- Evidence of ability to support Cisco hardware
- Evidence of ability to support Microsoft software
- Evidence of abilities to support ICT business continuity processes
- Evidence of abilities to support next generation Firewall

Specific Professional Experience

- Minimum of 10 years' experience in multi-platform Microsoft and Linux) server environment and Cisco unified/converged communications
- Minimum 10-year experience in supporting Fortinet devices, VMWare applications,
- Minimum of 3 years supporting video conferencing equipment and software
- Minimum of 9 years in supporting Microsoft Exchange
- 3 years' experience in cloud computing support and maintenance
- 5 years' experience in configuration and maintenance of replication software and hardware

6.1.2 Support staff & backstopping

The contractor will provide support facilities to their team of experts (back-stopping) during the implementation of the contract.

Backstopping and support staff costs must be included in the price.

6.2 OFFICE ACCOMMODATION

Office accommodation of a reasonable standard and of approximately 10 square metres for each expert working on the contract is to be provided by the contracting authority.

6.3 FACILITIES TO BE PROVIDED BY THE CONTRACTOR

The contractor must ensure that experts are adequately supported and equipped. In particular, it must ensure that there is sufficient administrative, secretarial and interpreting provision to enable experts to concentrate on their primary responsibilities. It must also transfer funds as necessary to support their work under the contract and to ensure that its employees are paid regularly and in a timely fashion

6.4 EQUIPMENT

No equipment is to be purchased on behalf of the contracting authority / procuring entity as part of this service contract or transferred to the contracting authority / procuring entity at the end of this contract. Any equipment related to this contract that is to be acquired by the procuring entity must be purchased by means of a separate supply tender procedure.

6.4 INCIDENTAL EXPENDITURE

Not Applicable

6.5 EXPENDITURE VERIFICATION

Not Applicable

7 REPORTS

7.1 REPORTING REQUIREMENTS

Activities reports must be prepared and performed as per system requirements which include every day, every 15 days and monthly including the status of all systems

Name of report	Content	Time of submission
Daily report	Daily check shall be completed in the system evidences shall be filed on appropriate location	Daily by 10 AM
Weekly Report	Report out of number Tickets server issues and systems	Every Friday by 10:00AM
Every 15 days	For systems that require maintenance or check up	Ever other Fridays 10:00 AM
Monthly Report	Brief summary of all systems and tickets and issues occurred during the 30 days	By the 1 st week of next month

Payments will be done in equal amounts on a monthly basis after submission and acceptance of the Daily, Weekly, 15 days and Monthly Reports stated above.

7.2 SUBMISSION & APPROVAL OF REPORTS

Reports referred to above must be submitted to the ICT Network Officer identified in the contract. The reports must be written in English. The Senior Officer ICT is responsible for approving the reports.

8. MONITORING AND EVALUATION

8.1 DEFINITION OF INDICATORS

- Call resolution as per SLA
- System uptime

8.2 SPECIAL REQUIREMENTS

Monthly reports including all systems and activities performed.

9. BUDGET

The assignment is budgeted for within the SADC Secretariat's Directorate of ICT budget. This Service contract budget is for a maximum value of US\$ 358,194.00 and includes all costs.

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