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**Planned Parenthood Federation of America**

**Africa Regional Office**

**Call for Proposals for Africa Regional office Information Technology Support Services**

**Africa Regional Office**

**Call for Proposals for Consultancy**

**Introduction**

Planned Parenthood Global (PP Global) has worked globally for over 40 years providing local organizations with the technical assistance and financial support they need to run strong, sustainable SRH advocacy and service delivery programs. PP Global Africa Regional Office (ARO) based in Nairobi, works with local non-governmental organizations to build their programmatic, institutional and financial capacity to advocate for and provide quality Sexual Reproductive Health information and services.

ARO has a total of slightly above 50 work stations users based in Kenya (Nairobi & Kisumu), Burkina Faso, Nigeria, Senegal and Uganda. We are therefore seeking the services of an information services support company to provide both software and hardware support to all our users.

**Objective of the Consultancy**

The objective of the consultancy is to provide Information Services (IS) support for office hardware, software and local area network and maintenance.

**Services Required**

Selected vendor would execute contract and have a start date of not later than Monday, May 9, 2016.

**A. Initial Assessment**

Review of the inventory, assessment of the system architecture and equipment for efficiency, recommendations for improving routine support criteria and eliminating emergency maintenance situations. A report of this initial assessment shall be submitted by June 9, 2016.

**B. Desktop Application Support**

Performance of basic support functions, including the installation of PC’s, laptops, printers, peripherals, and office software; diagnosis and correction of desktop application problems, configuring of PC’s and laptops for standard applications; identification and correction of user hardware problems, with advanced troubleshooting as needed; maintenance of an updated inventory of all related computer related hardware, to make available to PP Global upon request; and implementation of IS policies and procedures.

**C. Server and Workstation Administrative Services**

Management of networks and computer systems, including complex applications, databases, messaging, servers and associated hardware, software, communications, and operating systems, necessary for performance, security, reliability, and recoverability of the systems.

Scheduling of preventive maintenance for equipment in the areas of coverage is properly and promptly performed; maintenance of records for all tickets for both onsite visits and telephone support; development of operations and quality assurance for backup plans and procedures are being followed.

Configuration management, including changes, upgrades, etc. is maintained; management of user login’s are documented; and support of software products relating to servers and workstations; timely response to repair and maintenance work for the user.

**D. Network Administration Services**

Maintenance and support of network equipment, including switches, firewalls, routers, and other security devices is included. Installation and maintenance of printers, scanners, network devices; analysis, routine configuration changes, and installation of patches and upgrades; minor cabling if needed; alert notifications in case of failure of equipment. Proactive monitoring of network equipment, including performance indicators to report on threshold limitations; network performance and capacity management services; continuous troubleshooting are required. Maintenance of network documentation for daily, weekly, and monthly services is required.

**E. Email, Security and Backup Efforts**

Maintenance of PP Global email accounts using the organization domain, coordinating adding, changing, and/or deleting employee accounts as requested; maintenance of virus detection programs on the servers and user computers and laptops; performance of periodic security audits, including notification of suspected breaches of security to PP Global administration are required.

Requirements for a data backup policy, with procedures in place to handle daily, weekly, and monthly backup of the computer, data and information, email, and the like; program to restore systems and data if servers and/or computers go down, are required, in addition to ensuring that staff is properly using auto-archive from Google drive.

**F. Purchasing**

Vendor will be tasked with adhering to procurement policy and procedures when obtaining quotes and bids for additions to the Information Technology inventory. The contract to be awarded does not obligate PP Global to purchase computer equipment, replacement parts, hardware devices, cabling, licenses and software from the successful vendor.

ARO will be responsible for linking the consultant with relevant office administrators, providing all necessary hardware, providing guidance and support and reviewing the processes developed and conducted by the consultant.

**Duration of consultancy**

The contract is expected to take a **period** **of one calendar year** between May 2016 and April 2017 with an option to renew for a second twelve months.

**Deliverables:**

The deliverables for this assignment will include:

1. An inception report covering consultant’s interpretation of the TOR, approach, work plan, and budget (include Consultant’s rate in Kenya shillings, other costs. (**Note**: Please include all costs related to the consultancy.)
2. Preliminary site assessment report for ARO to review and share comments.
3. All Support and maintenance reports as detailed above

**Expected Profile of the Vendor:**

The staff should have previous experience supporting larger organizations (100+ PCs) located across multiple sites. The vendor should have staff with demonstrated experience and proficiency in

1. PC installations
2. Troubleshooting hardware/software issues
3. Software installation, re-imaging, configuration needs
4. Supporting multiple hardware manufacturers

**Proposal Specifications**

Interested vendor must submit an application with the following components:

**Technical**

1. Understanding and interpretation of the "Call for Proposals";
2. Clear methodology that shows how the tasks will be achieved; and
3. Detailed workplan that provides details and timelines of activities related to tasks and deliverables

**Financial**

Detailed itemized budget incorporating all costs related to the consultancy that includes

1. Fixed or preferred annual rate in Kenya shillings
2. Other costs,

**Organizational General Information and Personnel Capacity Statement**

1. Length of time in business
2. Length of time in business of providing proposed services
3. Location of office
4. Name, title, email address, and telephone number of the person(s) to contact and who are authorized to represent the firm and to whom correspondence should be directed.
5. Total number of clients
6. Contacts of organizations for which the applicant is currently providing proposed services
7. Curriculum vitae of key personnel who will be working directly on this assignment

**Proposal Submission**

Interested and qualified firms or individuals must submit a complete proposal, with a detailed work plan and budget by email no later than April 30, 2016 to [recruit@ppfa.org](mailto:recruit@ppfa.org) and copy to [hosea.imbayi@ppfa.org](mailto:hosea.imbayi@ppfa.org)

**Evaluation and Award Criteria**

ARO will evaluate the proposals and award the assignment based on technical and financial soundness and feasibility. ARO reserves the right to accept or reject any proposal received without giving reasons and is not bound to accept the lowest, the highest or any bidder.