



Terms of Reference

IT Maintenance Service

1. Background

The UNFPA office has 19 workstations, one server room and two meeting rooms. The office is equipped with 8 desktops, 9 laptops with docking-stations, 4 printers, and 2 multifunction photocopiers. The internet service is provided by a UN Long Terms Agreement. There is a main fiber optic connection with WiMAX backup. The connection to the workstations is wire-based with cat-6 cable wiring. There are 3 wireless access points to provide internet connectivity and a VoIP for phone system.

The majority of management and maintenance for server is remotely performed by MIS from UNFPA HQ in New York. However, daily maintenance and support service at end user level, webinar connection, and regular data backup to Google Drive and the iDocs as part of data backup for disaster prevention and recovery require support services from a reputable service providerd firm.

2. Scope of work

The firm expects to provide timely, professional and efficient support to all UNFPA authorized users to ensure a standard and effective operation of UNFPA's information and communication system.

The firm's responsibilities will be to:

- Manage problem solving, trouble-shooting, support and assistance for use of information technology and keep a log of reported problems.
- Install and relocate the office's hardware and coordinate equipment servicing, including network and telephone systems.
- According to UNFPA/MIS standard, install commercial and corporate software and related upgrades. Identify installation options specific to the office's needs.
- Respond to authorized end user needs and questions regarding network access. Assist staff in the use of network resources.
- Configure network printers, other office automation equipments, and provide user access.
- Perform weekly data backup Google Drive and iDocs
- Perform data backup for computer at each workstation to external drive for offshore storage
- All separated staff accounts removed from the Active Directory
- New domain password policy implemented according to the ICT Security Policy
- Perform monthly internet PING test / TRACE route to the www.myunfpa.org, www.unfpa.org, www.googleemail.com, and www.google.com

3. On-Call Support

The firm is required to visit UNFPA office on a regular basis, at least once per week, preferably on Friday morning, to conduct regular troubleshooting, diagnostics and preventive maintenance.

The firm expects to troubleshoot all ICT related problems that require immediate attention including virus attack, system failure, connectivity failure, etc. The firm expects to expedite their professional support person to assist the user within one hour or less from contact. Any resolved problem should be logged and recorded. The response and resolution time will be included in the monthly report.

4. Confidentiality

A formal contract between UNFPA and the service provider shall exist to protect both parties. The contract shall clearly define the types of information exchanged and the purpose for so doing. If the information being exchanged is sensitive, a binding confidentiality agreement shall be in place between UNFPA and the service provider, whether as part of the service provider contract itself or a separate non-disclosure agreement. The contract shall clearly define the parties to the contract, effective date, functions or services being provided (e.g. service levels), liabilities, limitations on use of sub-contractors and other commercial/legal matters normal to any contract. Depending on the results of the risk assessment, various additional controls must be embedded or referenced within the contract to monitor all access to and use of UNFPA facilities, networks, systems etc., and to audit the service provider's compliance with the contract. Following review by Procurement Services, all contracts shall be submitted to UNFPA Legal for accurate content, language and presentation.

5. Service Delivery Schedule

Regular service schedule is weekly, Friday morning, and upon call for any unexpected requirement. The periodical maintenance and backup to Google Drive and iDocs is weekly and backup to external drive is the last Friday of each month.

6. Required expertise and qualifications

The assigned staff shall submit a detail CV with the following requirement and qualification:

- Advanced degree in computer technology and science or relevant disciplines
- At least five years of experience in the field
- Experience in trouble-shooting, network, and data backup