



Request for Proposal: IT Consultant Services

Objective:

Right To Play International Lebanon Country Office is seeking proposals from qualified IT consultants or IT companies to provide minimal assistance in supporting our office located in Dekwaneh. The selected consultant will be responsible for tasks related to PC and notebook repair, printer and copier maintenance, software and hardware support, network, and server maintenance (devices & cables only), CCTV maintenance, defected items assessment and reporting, and landline central support.

Support Type:

- Six on-site visits per year.
- Remote support as needed.

Scope of Work:

- Repair of PCs, notebooks, printers, copiers, software, and hardware.
- Maintenance of the network and servers (devices & cables only).
- Maintenance of CCTV systems.
- Assessment and reporting of defected items.
- Landline central support.

Technical Requirements:

The Service Provider should meet and demonstrate the following requirements:

- Strong knowledge in computer networking and hardware.
- At least 3 years of experience in computer science and Information technology.
- Preferably holds certifications such as Cisco Certified Network Associate (CCNA) or Microsoft Certified Systems Engineer (MCSE).



Additional Requirements:

- Adherence to strict data security protocols.
- Ensuring the confidentiality of all information accessed during duties.
- Response time: On-site support requests within 48 hours; prompt remote assistance during office hours.
- Excellent communication skills, including the ability to convey technical information to non-technical staff.
- Detailed reporting after each on-site visit and maintenance of a log for remote support activities.
- The service provider is responsible for bringing their own tools and equipment necessary for troubleshooting and repairs.

Contractual Arrangements:

A yearly agreement will be signed with the selected supplier, subject to renewal based on the organization's satisfaction.

Proposal Submission:

Interested consultants or companies should submit their proposals, including a detailed resume, relevant experience, certifications, and to fill the request for quotation with the necessary data.

On the following email address with a clear subject: IT Consultant Services

lbprocurement@righttoplay.com

Deadline: **Tuesday 30th January 2024**

We look forward to receiving your proposals and appreciate your interest in supporting the IT needs of Right To Play International Lebanon.