

TERMS OF REFERENCE

(IT Service Provider / Lebanon)

1. CONTEXT

Federation Handicap International “Humanity & Inclusion”, hereafter called the Contracting Authority hereinafter referred to as “HI”, was founded on July 19, 1982. HI is a non-profit organization governed by the French law on associations of July 01, 1901, is specializes in the field of disability.

HI is an independent and impartial aid organization working in situations of poverty and exclusion, conflict, and disaster. We work alongside people with disabilities and vulnerable populations, taking action and bearing witness in order to respond to their essential needs, improve their living conditions, and promote respect for their dignity and fundamental rights.

HI has been working in Lebanon for a few years with both development and emergency activities in order to answer the needs of vulnerable populations.

HI intends to launch a Request for Quotation for Information Technology (IT) in Lebanon with the aim of signing a framework contract for 1 year.

2. DESCRIPTION OF THE EXPECTED SERVICE

- Maintenance for but not limited to:
 - 1 HP Server DL380 G6 server hardware and software issues (excluding Spare parts prices).
 - SYNOLOGY Storage connected to the server for sharing files and backing up files (with expansion plan in future in case HDD capacity is full).
 - 66 Laptops/software and hardware issues excluding spare parts.
 - PCs and notebooks system files (software and hardware issues)
 - Windows upgrades and updates.
 - Make sure to take a full backup of the devices and servers in case of any data loss.
 - Network issues excluding defective network accessories (Cables, Patch cords, Sockets, switches...)
 - Anti-virus installation and database updates using AV Management console or individually.
 - Access points and Wi-Fi network issues.
 - Domain controller checks and cleaning.
 - UPS issues.
- Repairing:
 - Outlook Mailboxes, Spam.
 - Keep healthy mailboxes (size, clean-up, archive)
- ICT Improvements:
 - Provide a plan for infrastructure improvements.
 - IT Map for network
 - Backup solution for servers and devices.
- Maintenance Contract includes:
 - Phone assistance & and immediate support, unlimited.
 - Remote technical interventions through Team-Viewer / Any desk, same day, unlimited.

- Maintenance contract limited to 12 onsite visits per year for health checks and providing support.
- Spare parts and consumables are not included in this maintenance agreement

3. SERVICE PROVIDER PROFILE

- Minimum 5 years of relevant experience in IT support
- Minimum three (03) Client's list / Customer references from the last Five (05) years
- Working languages: English and Arabic

4. DURATION AND PLACE OF PERFORMANCE OF THE SERVICE

- Start date: 1/10/2023 (Date to be confirmed)
- End date: 30/09/2024 (with possible renewal)
- Number of visits: 12 onsite visits (1 per month)
- Place of performance: Beirut and Aley

5. WORK PLAN

- Based on the proposed schedule included in this Terms of Reference, the service provider should establish a work plan for the completion of the services
- The work plan should give a clear description of how the service providers intend to approach the activities necessary for the service's completion
- The plan should indicate the rate of progress and/or level of completion of the service, including criteria and indicators for checking that it is proceeding as planned.

6. REPORT

- Monthly site visit report

7. CONTACT PERSON

- During the performance of the service, the consultant will be required to work in liaison with Handicap International's teams, and notably with the procurement officer and logistics manager who will be his/her contact person.

8. Application procedures

Interested Bidders should submit their offer by email to: tenders@lebanon.hi.org
The subject of the email should contain the following reference: RFQ2023-009 ICT for your offer to be taken into consideration.

The offer should contain:

- Supplier Proposal (Quotation)
 - Signed and stamped
 - Quotation Validity
 - Payment Terms and Conditions
- Company or individual portfolio
- Customer Reference and Similar Experience
- A copy of the VAT Number and /or a copy of the MOF Registration Number
- A copy of the ID of the legal representative

Bidders shall send their proposal before Tuesday the 22nd of September 2023 at 15h00.

Quotations submitted after the deadline will not be considered.