

TERMS OF REFERENCE

| IT AND COMPUTER SUPPORT | | | | | | | | | | | | | | | | | |
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| Requesting office: | UNITED NATIONS POPULATION FUND (UNFPA), El Salvador CO | | | | | | | | | | | | | | | | |
| Purpose of the consultancy: | <p>UNFPA requires the services of a company in technology and computer support for its offices in El Salvador. UNFPA is the leading UN agency for delivering a world where every pregnancy is wanted, every child birth is safe and every young person's potential is fulfilled.</p> <p><u>Main Objective of the Services</u></p> <p>To ensure that all technological tools and processes work effectively in the UNFPA Country Office, providing ICT support services; and daily technical support to users of information, management tools and technology infrastructure.</p> <p><u>Specific Objectives of the Service</u></p> <ol style="list-style-type: none"> 1. The person will be required to follow UNFPA's ICT policy. 2. Plan and execute preventive and corrective maintenance plans to all IT equipment 3. Carry out IT equipment Procurement Plan as per UNFPA policies and procedures 4. Ensure a permanent and high quality service in all information systems and communications network 5. Provide support to users in trouble-shooting and monitoring system problems 6. Ensure security information of UNFPA equipment and systems 7. The person will be required to interface with UNFPA HQ IT staff for guidance on various policy and other technology related matters. | | | | | | | | | | | | | | | | |
| Scope: (Description of services, activities or products) | <p><u>Main Activities, frequency and time needed</u></p> <p>Occurrence Scale:</p> <p style="text-align: center;"> ↓ ↓ ↓ ↓ ↓ ↓ ↓ </p> <p style="text-align: center;"> -Daily- -Very frequent- -Frequent- -Sometimes- -Quarterly- -Semestral- -Annual- </p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr style="background-color: #cccccc;"> <th style="text-align: center; padding: 5px;">Activity</th> <th style="text-align: center; padding: 5px;">Expected frequency</th> </tr> </thead> <tbody> <tr> <td style="padding: 5px;">1. Carry out preventive maintenance to all equipment</td> <td style="text-align: center; padding: 5px;">Quarterly</td> </tr> <tr> <td style="padding: 5px;">2. Installation of operative systems, utility and office software, antivirus and upgrades to user's workstations and equipment.</td> <td style="text-align: center; padding: 5px;">As requested / Sometimes</td> </tr> <tr> <td style="padding: 5px;">3. Technical trouble-shooting of reported equipment.</td> <td style="text-align: center; padding: 5px;">As requested / Frequent</td> </tr> <tr> <td style="padding: 5px;">4. Trouble-shooting and monitoring of network problems (internet, E1 digital link, mobile and other communication systems).</td> <td style="text-align: center; padding: 5px;">As requested / Frequent</td> </tr> <tr> <td style="padding: 5px;">5. Trouble-shooting of telecommunications problems</td> <td style="text-align: center; padding: 5px;">Daily</td> </tr> <tr> <td style="padding: 5px;">6. Administration of Network Security Devices, Ensure software upgrade and licensing.</td> <td style="text-align: center; padding: 5px;">Frequent</td> </tr> <tr> <td style="padding: 5px;">7. Perform information backup plan of each user equipment on external HDs</td> <td style="text-align: center; padding: 5px;">Quarterly</td> </tr> </tbody> </table> | Activity | Expected frequency | 1. Carry out preventive maintenance to all equipment | Quarterly | 2. Installation of operative systems, utility and office software, antivirus and upgrades to user's workstations and equipment. | As requested / Sometimes | 3. Technical trouble-shooting of reported equipment. | As requested / Frequent | 4. Trouble-shooting and monitoring of network problems (internet, E1 digital link, mobile and other communication systems). | As requested / Frequent | 5. Trouble-shooting of telecommunications problems | Daily | 6. Administration of Network Security Devices, Ensure software upgrade and licensing. | Frequent | 7. Perform information backup plan of each user equipment on external HDs | Quarterly |
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| | 8. Provide information and technology support during UNFPA local and regional events. | Frequent / Previous coordination |
| | 9. Ensure that all multimedia devices in the meeting rooms are working well and in good condition | Frequent |
| | 10. Ensure existence of IT supplies, consumables and accessories required in all work areas and alert the Finance Associate about consumption. | Frequent |
| | 11. Ensure that all needed connections for IT equipment are properly set-up and in place | Frequent |
| | 12. Ensure software upgrade with the latest versions indicated by UNFPA HQ – MIS Policy | Frequent |
| | 13. Installation and setup of multifunctional network printers, providing technical support to users. | Very Frequent |
| | 14. Set up centralized directories in the intranet server | Frequent |
| | 15. Arrange maintenance and upgrade of telecommunication server (Telephone Central Platform) | Frequent |
| | 16. Prepare monthly reports of telephone calls for UNFPA staff | Monthly |
| | 17. Manage Office Access Security System through ID Card or numeric PIN | Frequent |
| | 18. Ensure that the Office Security Surveillance System is working well and report problems | Monthly |
| | 19. Resolve telephone and connectivity issues with the internet provider | As requested / Frequent |
| | 20. Support negotiations and monitor communications and connectivity contracts including: E1 digital link, mobile telephone and Internet. | Annual |
| N. of staff required / Contract period / Work Schedule | 1 person 12 Months Monday to Friday – from 8.00 am to 12.00 pm | |
| Place where services will be provided. | Office of United Nations Population Fund El Salvador, Address: Edificio AVANTE, 10º Nivel, Urbanización Madre Selva, Santa Elena, Antiguo Cuscatlán, La Libertad. | |
| Monitoring and supervision | The UNFPA Finance and administrative Associate will coordinate and supervise the IT services. | |
| Consultancy Supervision mechanism | Monthly meetings will be held between the UNFPA Finance Administrative Associate and the service provider | |

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| Experience and Knowledge required qualifications and competencies, including language. | Quality assurance and security management standards | ISO 9000 ISO/IEC 27001 | Requisites |
| | Company profile | 5 years of experience and knowledge in IT systems, development and network administration | |
| | Work areas | <ul style="list-style-type: none"> - Client and server operating systems (Microsoft) - Database (MYSQL) - Office applications, corporate security and antivirus protection systems. - Web environments(Apache, Tomcat, IIS, PHP, ASP) - Network Services (Active directory, mail servers, file servers, DNS, DHCP, etc.) - Wireless networks - E1 digital links management and corporate internet links - Standard structured cabling and configuration of network devices - MS Office environment utility packages - Ability to work in multicultural environments - Results-based management - Google Apps: The selected vendor will be required to assist all users with Google Apps related questions and queries - mainly for Gmail, Calendar, Hangouts and Drive. | LEVEL OF SPECIALTY: HIGH |
| | Experience in technological tools | Computers, digital telephony, IP telephony, firewall, switches, access points, multifunction printers, routers, etc. | |
| UNFPA conditions | UNFPA will provide a workspace in the office. UNFPA has no assigned parking for this service. | | |
| Other relevant information or special conditions, if any: | UNFPA is committed to equal opportunity, gender equality and non-discrimination on ethnic, religious, sexual orientation, age, HIV status or any other status. | | |
| Letter of interest, technical and economic offer | Interested companies will submit letter of interest and technical and economic offer for a year of service in writing to the offices of UNFPA no later than April 29, 2016 . Address: EDIFICIO AVANTE - 10º Nivel, Urbanización Madre Selva, Santa Elena, Antiguo Cuscatlán, La Libertad. | | |