

Terms of Reference

Provision of IT personnel and support services for UN Women China Office

Background

UN Women is grounded in the vision of equality enshrined in the Charter of the United Nations. It works for the elimination of discrimination against women and girls; the empowerment of women; and the achievement of equality between women and men as partners and beneficiaries of development, human rights, humanitarian action and peace and security. UN Women also coordinates and promotes the UN system's work in advancing gender equality, and in all deliberations and agreements linked to the 2030 Agenda. The entity works to position gender equality as fundamental to the Sustainable Development Goals, and a more inclusive world.

Under the direct guidance and supervision of the ICT Associate of UN Women Regional Office for Asia and the Pacific, the service provider shall support the execution of IT services and processes consistent with UN Women's ICT rules and regulations. The service provider also works in collaboration with programme and operations staffs to successfully deliver IT services.

Purpose

In order to better facilitate UN Women China office's daily work, the service provider is expected to provide IT support for UN Women China Office, both inside the office and outside the office (i.e. at meeting/workshop) upon request.

Scope of Work

The service provider shall provide activities as following:

1. Daily service:

- Ensure all the UN Women China's servers are connected to UN Women's remote and local network and the service is ready to use.
- Ensure all the UN Women China Office's servers, network and all other equipment's are in good condition.
- Ensure the internet connectivity is up and ready for UN Women users access to internet.
- Check UN Women computer/laptop or server on antivirus log and remove viruses or malware if found.
- Make sure that the network printers are accessible from the workstations.
- Ensure effective operation of office cloud storage, including but not limited to the office's corporate one-drive, and regularly back up cloud data on backup media.
- Check up and update server and client software when needed.

- Provide ICT support for UN Women major events or big meetings.
- To provide support when test the firewall with UN Women out-sourced company MSS.
- Provide security strategy for UN Women, especially for the access to LAN via wifi and update the strategy regularly.
- Provide monthly report with summarization of the common ICT problem occurred with CO staff with suggestions and solutions based on the ICT Service.

2. Troubles-shooting:

- Provide on-site software and hardware (including IP Phone and printers) troubles-shooting, existing software upgrade and new software installation upon UN Women's requirement. Be responsible for reinstalling software in case of broken-down. Do not setup software without license unless required by UN Women. Scan/clean virus for UN Women monthly and/or on UN Women's request.
- Restore the server operating system and configuration, restore data from backup tape, In case of emergency.
- Check and keep the software and hardware of network system in working order (include server and workstation), solve the problem from any emergency condition of UN Women In case of emergency, response to UN Women's call within 4 working hours.
- Ad-hoc on request on ICT issues.

3. Maintenance:

- Update patch files for the Server, Computer, laptop, printer, network equipment and all other relevant equipment's.
- install the new Windows image, configure the BitLocker, and join Azure AD.
- configuration of MS Office 365, and OneDrive for Business.
- check UN Women's system at least once a month. The check work includes network, hardware, software, backup, and anti-virus upgrade.
- Provide a pro-active approach to protect the network from risks such as unauthorized access of the network or sensitive data and information.
- Provide information on IT inventory to the UN Women to enable them to perform better systems planning and decision-making.

Deliverables and Timeframe

The service provider is expected to carry out the tasks within the given timeline. The duration of this engagement is tentatively 1 year from 1 August 2021 to 31 July 2022.

Location:

Service Site: Service Address: 2-8-2 Tayuan Diplomatic Office Building▪14 Liangmahe Nanlu, Chaoyang District, Beijing

Deliverables, Timeline and Schedule of Payment:

No.	Tasks	Deliverables	Target Delivery Date	Payment
1	<ul style="list-style-type: none"> • Daily service • Troubles-shooting • Maintenance 	<ul style="list-style-type: none"> • Monthly IT Activity Report – August 2021. • Timely and effective IT personnel and support services, troubleshooting and maintenance services for August 2021. 	31 August 2021	25% (Upon submission of deliverable 1-3)
2	<ul style="list-style-type: none"> • Daily service • Troubles-shooting • Maintenance 	<ul style="list-style-type: none"> • Monthly IT Activity Report – September 2021. • Timely and effective IT personnel and support services, troubleshooting and maintenance services for September 2021. 	30 September 2021	
3	<ul style="list-style-type: none"> • Daily service • Troubles-shooting • Maintenance 	<ul style="list-style-type: none"> • Monthly IT Activity Report – October 2021. • Timely and effective IT personnel and support services, troubleshooting and maintenance services for October 2021. 	31 October 2021	
4	<ul style="list-style-type: none"> • Daily service • Troubles-shooting • Maintenance 	<ul style="list-style-type: none"> • Monthly IT Activity Report – November 2021. • Timely and effective IT personnel and support services, troubleshooting and maintenance services for November 2021. 	30 November 2021	25% (Upon submission of deliverable 4-6)
5	<ul style="list-style-type: none"> • Daily service • Troubles-shooting • Maintenance 	<ul style="list-style-type: none"> • Monthly IT Activity Report – December 2021. • Timely and effective IT personnel and support services, troubleshooting and maintenance services for December 2021. 	31 December 2021	
6	<ul style="list-style-type: none"> • Daily service • Troubles-shooting • Maintenance 	<ul style="list-style-type: none"> • Monthly IT Activity Report – January 2022. • Timely and effective IT personnel and support services, troubleshooting and maintenance services for January 2022. 	31 January 2022	
7	<ul style="list-style-type: none"> • Daily service • Troubles-shooting • Maintenance 	<ul style="list-style-type: none"> • Monthly IT Activity Report – February 2022. • Timely and effective IT personnel and support services, troubleshooting and maintenance services for February 2022. 	28 February 2022	25% (Upon submission of deliverable 7-9)

8	<ul style="list-style-type: none"> • Daily service • Troubles-shooting • Maintenance 	<ul style="list-style-type: none"> • Monthly IT Activity Report – March 2022. • Timely and effective IT personnel and support services, troubleshooting and maintenance services for March 2022. 	31 March 2022	
9	<ul style="list-style-type: none"> • Daily service • Troubles-shooting • Maintenance 	<ul style="list-style-type: none"> • Monthly IT Activity Report – April 2022. • Timely and effective IT personnel and support services, troubleshooting and maintenance services for April 2022. 	30 April 2022	
10	<ul style="list-style-type: none"> • Daily service • Troubles-shooting • Maintenance 	<ul style="list-style-type: none"> • Monthly IT Activity Report – May 2022. • Timely and effective IT personnel and support services, troubleshooting and maintenance services for May 2022. 	31 May 2022	25% (Upon submission of deliverable 10-12)
11	<ul style="list-style-type: none"> • Daily service • Troubles-shooting • Maintenance 	<ul style="list-style-type: none"> • Monthly IT Activity Report – June 2022. • Timely and effective IT personnel and support services, troubleshooting and maintenance services for June 2022. 	30 June 2022	
12	<ul style="list-style-type: none"> • Daily service • Troubles-shooting • Maintenance 	<ul style="list-style-type: none"> • Monthly IT Activity Report – July 2022. • Timely and effective IT personnel and support services, troubleshooting and maintenance services for July 2022. 	31 July 2022	

Minimum Requirement:

Qualifications of Organization

- Legally registered organization.
- Minimum 5 years of experience in providing IT support services (software and hardware, networks services)
- Experience in providing IT support services for multi-national organizations, inter-government organizations, business companies, and the United Nations Agencies is an advantage.
- Accept UN Women General Conditions of the Contract

Qualifications for Key Personnel

The company must assign IT support personnel with the following qualifications:

- University degree or above in Information Technology, Computer Sciences, Engineering or any other related fields.
- Minimum of 3 years working experience as IT support staff.
- Hands-on experience in troubleshooting, networking, hardware and software maintenance.
- Knowledge of customer service principles and practices.
- Knowledge of computers, basic programming and relevant software applications.

- Previous working experience in or with UN/NGO is an asset.
- Good communication skills in English, both written and spoken. Familiar with English system and software.
- Able to work under challenging circumstances with minimum supervision.

Roles and responsibilities of the parties

The Supplier shall be required to bring his/her own laptop while working at UN Women China Office.

Working hours of the IT support personnel:

- Remote support to UN Women Office is from 9:00 am to 5:00 pm, Monday to Friday.
- On-site support is required on every Friday and under ad-hoc request.
- The IT support personnel should be available for contact via mobile and email.

The service provider will be responsible for following costs:

- Professional fee must be quoted in lumpsum amount per deliverable. The lumpsum amount must be detailed of how professional fee of team member is calculated.
- Other costs such as communications in relation to the scope of work of services must be included in the quotation.

Communication and reporting obligations

The Company should provide the Operations Manager in UN Women China Office a Monthly Activity Report by the end of each month. The reports may cover such aspects as progress made in the provision of the Services, identification of unforeseen issues or areas of concern, delays in the provision of the Services, causes of such delays and proposed measures to correct such causes.

Submission of Proposal

- Company Profile
- Valid Company registration
- The quotation with breakdown of budget lines as per required deliverables. The quotation shall specify a lump sum amount breaking down the professional fee for each deliverable and travel related cost.
- Detailed ICT Service plan (including CV of proposed IT support personnel) based on required scope of work.
- Names of two former partners for reference checks