

TERMS OF REFERENCE

ON-CALL BASED ICT TECHNICAL SUPPORT SERVICE

1. Background

GIZ Office requires on-call based ICT technical support service for its own end user Desktop/Laptop and computer equipment, including servers.

GIZ Office outlines here the Terms of Reference (ToR) that the contractor shall use as a basis for the "On-Call Installation, configuration and troubleshooting of Computer Hardware and Peripheral Equipment. (Hereinafter referred to as the "Work" and/or "Services")

This ToR defines the technical framework of all related activities to be performed during the development and delivery of services and contain all technical requirements for the activities which shall be carried out by the contractor.

2. Scope of Work

The contractor shall carry out the work in accordance with these Terms of Reference and in the most cost-effective manner possible. For all work tasks, the contractor must inform GIZ ET ICT Service.

2.1. Technical Support Concept

The contractor shall consider Technical Support Concept of the GIZ as provided below and ensure that Services are provided in compliance with the below mentioned technical support concept as follows:

- a) The contractor shall provide a single point of contact for the services e.g. hotline, helpdesk etc.
- b) GIZ will contract on-call technical support services with billing based on a set hourly rate of technicians.
- c) GIZ request for technical support services to carry out specific ICT related tasks and/or provide general Computer support when additional resources are required.

2.2. Requirements for Installation, Repair, Maintenance and Support

In order to guarantee that on-site installation and configuration part of the technical support services are responded to on-site with in the response times described in paragraph 3.1.2 herein (hereinafter referred to as "Response Time"), the contractor shall have an office operating in the Addis Ababa.

As and when requested by GIZ ET ICT Service, the contractor shall provide its skilled personnel to carry out the Services based on, but not limited to, the following conditions:

- a) Providing Technical support service both for client and server side.
- b) Installation of any engineering changes required to improve the serviceability, performance and/or safety of the ICT equipment

- c) Installation, configuration and troubleshooting clients machines (Windows, Linux)
- d) Installation, configuration and troubleshooting Servers (Windows, Linux)
- e) Maintaining of networks and computers
- f) Installation of electric power and network infrastructure in GIZ Offices
- g) Installation and configurations of Telephone systems
- h) Installation and configurations of Air Conditioner systems

3. Technical and Service Level Conditions

3.1.1. Technical Preconditions

The ICT Technical Support service company (the contractor) must fulfill the following preconditions:

- Very good knowledge of installation, configuration and troubleshooting of window and Linux machines
- Necessary skills and knowledge required to perform technical support functions as required
- Good Experience in network layout design and implementation
- Stable staff with less fluctuation
- Excellent communication skills in English;
- Patience and co-operation with end users and GIZ support staff.
- All work shall be carried out on site during the GIZ's normal working hour from Monday – Friday between 0800 hours and 1700 hours during GIZ's working days.

3.1.2. Level of Criticality and Response Time

The maximum Response Time for the Provision of the Services during normal working hours shall be as follows, starting from the official request or support call from GIZ:

- 1) Urgent – Response time within 4 hours
- 2) High – Response time within 8 hours
- 3) No critical – Our Convenience

4. Result to be achieved

To achieve the purpose of the assignment, the following results have to be realized by the contractor:

- Good cooperation with GIZ ET ICT Service
- Good result on the given particular ICT Related technical assignment, such as but not limited to:
 - Providing Technical support service both for client and server side.

- Installation of any engineering changes required to improve the serviceability, performance and/or safety of the ICT equipment
- Installation, configuration and troubleshooting clients machines (Windows, Linux)
- Installation, configuration and troubleshooting Servers (Windows, Linux)
- Installation and configurations of Telephone systems
- Installation and configurations of Air Conditioner systems
- Telephone system installation, configuration and troubleshooting support
- LAN problem troubleshooting
- Regular progress and Final Reporting
- Good Staff qualification according to the changing needs of the GIZ ET ICT Service demand
- Good Documentation of the work done

5. Team

The individual services required to be provided at a time as well as the number of staff required for it will be determined by the need of GIZ ET ICT Service. The maximum number of staffs which may be required to be deployed at a time is 5.

ICT Experts: Software & Infrastructure Support - 2

ICT Experts Desktop Support - 3

6. Payment / Charge per Support Call

For every support call, there will be a minimum charge of one (1) hour. However, normal charge per call shall not exceed 2 hours unless prior authorization by GIZ ET ICT Service is granted for extension of the work except for technical support calls which will be limited by maximum man days or scope of activities to be performed. No separate travel time shall be charged.

The payment shall be made upon requests from the contractor and getting approval from the head of GIZ ET ICT Service.

7. Duties regarding staff (Contractor)

GIZ is highly interested that the fluctuation of the contractor's staff is at the minimum. Therefore the contractor has to fulfill the following duties regarding his staff:

- Keeping the staff knowledge updated
- Keeping the staff salary in the reasonable level

8. Confidentiality and Ownership

All information received as well as all programs and materials developed during the course of this assignment as far as related to the project and the assignment is owned by

GIZ and shall be treated with the strictest confidentiality by the Contractor and must not, without the explicitly written consent of GIZ, be used by it or disclosed by third parties. The contractor shall return all documents in soft and hard copy and resources as received or made available to the contractor by GIZ upon completion of the assignment.

9. Amendments of the Terms of Reference

This Terms of Reference may be amended in written only, subject to the agreement of both parties.

10. Governing Law

This contract shall be subjected to the laws of the Federal Republic of Ethiopia. The place of jurisdiction shall be Addis Ababa, Ethiopia.

11. Termination of Contract

The contract will terminate

- When the contract period is expired
- When the contracting party fail to fulfill their obligation according to the terms of reference
- In addition the contract can be terminated by either side of the parties involved towards the end of each calendar month giving eight weeks notice.
- Upon termination, the contractor shall properly windup all unfinished tasks in an orderly manner and in such a way that it does not affect the normal use and operation of the system.

12. Transportation and per diem

The contractor is entitled to get per diem and transport based as per GIZ rules and regulations and upon approval by the head of GIZ ET ICT service whenever his/her employees are assigned to work with GIZ ET ICT Service out of Addis Ababa for the purpose of the assignment by the order of the responsible person of the project.

13. Place(s) of Assignment

The principal location of the assignment will be Addis Ababa, Ethiopia. The contractor will be requested to visit field office(s) outside Addis Ababa for subject of installation / configuration of ICT systems or otherwise.

14. Reporting

Performance reports have to be handed over to head over to Head of GIZ ET ICT Service via email