

TERMS OF REFERENCE
ICT INFRASTRUCTURE INSTALLATION & CONFIGURATION
TECHNICAL SUPPORT SERVICE

1. Background

GIZ Office requires ICT Infrastructure installation and configuration support service for its program and project offices.

GIZ Office outlines here the Terms of Reference (ToR) that the contractor shall use as a basis for the "Installation, configuration and troubleshooting of Network, Electric/Power and telephone systems. (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 or via email for infrastructure installation technical support services with billing based on a set Node rate of Network, Electric/Power and telephone outlets.
- c) GIZ request for Infrastructure installation technical support services to carry out specific Network, Electric/Power and Telephone installation related tasks.

2.2. Requirements for Installation, Repair, Maintenance and Support

In order to guarantee that on-site installation and configuration of Network, Electric and Telephone systems 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) Network layout design preparation
- b) BoQ preparation

- c) Network, Electric and telephone line installation and configuration
- d) Documentation and labeling
- e) Maintaining of networks, electric and telephone 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 Network, electric and telephone lines
- Necessary skills and knowledge required to perform Infrastructure installation and configuration 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:
 - Installation of network infrastructure in GIZ program & project Offices
 - Installation of electrical infrastructure at GIZ program & project Offices
 - Installation of Telephone system including telephone backbones in GIZ Offices
 - Installing, configuring & connecting EthioTelecom Telephone lines with Internal PABX system

- Installation, configuration and troubleshooting network and telephone installation.
- 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 10.

ICT Experts: Network Design - 2

ICT Experts Network Installation and configuration - 4

Electrician: Electric Line installation – 2

ICT Experts: Telephone Line Installation - 2

6. Payment / Charge per Support Call

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

The number of End users network & power outlets or nodes installed and configured will be the measure for network, electric and telephone installation and configuration task payment. Please put in to consideration that the Node does not and will not include backbones. Backbone installation is part of the infrastructure installation and configuration task.

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