

SCOPE OF WORK FOR INFORMATION TECHNOLOGY SUPPORT SERVICES AT THE CRS OFFICE IN MONROVIA, LIBERIA

Purpose

The purpose of this Scope of Work is to describe the conditions and responsibilities of the CONTRACTING FIRM or INDIVIDUAL SERVICE PROVIDER that will submit the best service proposal to provide support services for CRS desktop and laptop computers, printers, servers and network systems at the Monrovia office.

Background

Catholic Relief Services (CRS) – USCCB carries out the commitment of the Bishops of the United States to assist the poor and the vulnerable overseas. CRS Management Quality principles place a great emphasis on the maintenance of strict standards of efficiency and accountability. The service required is the maintenance of Information Technology equipment and network systems in Monrovia as per contract.

CRS minimizes the risk of harm to all its employees and seeks to protect material resources such as commodities, equipment and leased houses. CRS provides funding necessary to meet employee safety and security needs. CRS recognizes that its work often places great demands on employees under conditions of complexity and risk and therefore takes all reasonable steps to ensure efficient management of agency properties and the safety, security and well-being of its employees.

Work to be accomplished

CRS management would like to agree with the contracting firm or individual service provider that will be willing and accessible always when needed, particularly during working hours from 08.00hrs to 16.00hrs Monday to Friday. ***This post is NOT a full time job and requires 15 hour service per week of which will be detailed in the work schedule that will be agreed upon between CRS and the Consultant.***

The work to be accomplished by the Contracting firm or individual Service Provider shall consist of the following:

General Duties:

1. Ensure that the Local Area Network (LAN), where available, is always up and running.
2. Ensure that Internet connection is up and running at all CRS offices in Monrovia and international Staff assigned dongles are internet connected - 24/7. Contact the ISPs (LIBTELCO and most of the international Staff using Celcom dongles) to quickly

- resolve any connectivity problems that may arise. Contact information will be provided in the handover notes by CRS administration manager.
3. Ensure that all computer systems at entire CRS offices are up-to-date with Anti-Virus and Windows Updates, and free of Virus and Malware. CRS has a monitoring tool – an online inventory called BelManage, which can be used to check the status of individual systems at any given time.
 4. Ensure that data Backup is done on a regular basis (at least weekly).
 5. Ensure printers on network systems are accessible for staff to print documents from any of the offices without difficulties

Duties and Responsibilities

- Prompt response to problems reported by employees. If these problems are Sharepoint related, such as password reset or online forms, the Consultant shall remind the Staff to send an email to servicedesk@crs.org for resolution, or contact the Service desk on behalf of Staff.
- Maintenance and troubleshooting:

Hardware:

- Desktop Computers/ Laptops
- Peripherals
- Passive Network Equipment:
 - o Cabling
 - o Rack cabinets
 - o Patch panels
 - o Other

Note that for active network equipment, such as the SNP router and Switches, the SNP support team at HQ/Service Desk department should be contacted for any issues, as these devices are remotely managed.

Software:

- Desktop Operating Systems:
 - o Windows 7 / Windows 8 /Windows 10
- Applications:
 - o Office 2016/2013 Professional
 - o McAfee VirusScan Enterprise Antivirus Software
 - o MS InfoPath 2013
 - o Others installed

- **Server Services - Monitoring**

It is necessary to monitor the servers, daily, to ensure that:

- i. **Windows Server Update Services (WSUS)** is operational. WSUS is on the SNP Domain Controller Server. Open the console and check that updates are being downloaded as per set schedule.
- ii. **ICT Dashboard:** Always check on the dashboard to know how systems are performing in terms of updates and Anti-virus. Use Belmanage online inventory to monitor individual systems.

Periodical or as-needed basis Duties and Responsibilities

- Physical installation/de-installation of:
 - Desktop Computers/ Laptops
 - Peripherals
 - Servers
 - Active Network Equipment
 - Switches
 - Routers (if any)
 - Other
 - Passive Network Equipment
 - Cabling
 - Rack cabinets
 - Patch panels
 - Other
- Install/configure computer/laptop peripherals.
- Install printers as serves multiple staff to print documents easily at CRS offices
- Diagnose and facilitate the repair of non-warranty equipment.
- Physically clean hardware equipment
- Deploy Desktop Operating Systems and Applications updates immediately after their release:
 - Service packs
 - Hot fixes
 - Security patches.

Note:
Updates are delivered automatically using WSUS or over the Internet for non-domain computers, but control is required to prevent depletion of limited bandwidth.
- Implement, configure, manage, and troubleshoot:
 - Passive Network Equipment
 - Cabling
 - Patch panels
 - Rack Cabinets
 - Other
- Document resolutions to problems and maintain repair logs
- Provide professional advice to the Office management regarding all ICT issues that they may need advice on.

- Ensure that all new computers and mobile devices are enrolled into both the BelManage online inventory as well as AirWatch device management portal before being allocated to Staff for use.

Applicant Selection Criteria:

- Submission of a comprehensive Service proposal
- Capability of the Contractor to adequately meet CRS requests/standards
- Previous experience and existing partners in respect of the services requested
- Contractor's ability to write and submit accurate reports and invoices, make appropriate recommendations and give clear guidelines on their implementation.
- Minimum technical certification required: Microsoft Certified System Administrator (Server 2012), or CISCO certified networking officer
- Contractor's ability to pre-finance costs and claim reimbursement through invoices.

Key Working Relationships

The Consultant's work will be supervised/monitored by the Operations Manager as well as the Administration Manager. The consultant will relate with the contracted CRS security personnel and Administration, Programming and Finance employees.

Place of Performance

The place of performance shall be at the following CRS office locations:

1. Monrovia, 9th Street, Payne Avenue, Monrovia Liberia

Duration of this Service Agreement

The period of performance for the work to be accomplished shall be for 6 months from June 1, 2017 to November 30, 2017 with option to renew based on performance evaluation at the end of the contract. **Qualified Female candidates are strongly encouraged to apply for this position.**

Application process

All applications should be sent to alieu.sannoh@crs.org from Monday May 15 to Friday May 19 2017. Only short listed persons will be contacted for interview. CVs and necessary documents in a single PDF file name (CRS IT SUPPORT SERVICES) should be sent to the above email.