

## **Family Health International (FHI360)**

### **Request for Proposal (RFP): Information Technology (IT) Support Service**

#### **Background**

Family Health International (FHI360) is not-for-profit human development organization dedicated to improving lives in lasting ways by advancing integrated, locally driven solutions. Our staff includes expert in health, education, nutrition, environmental, economic development, civil society, gender equality, youth, research and technology – creating a unique mix of capabilities to address today’s interrelated development challenges. With funding from the United States Agency for International Development (USAID), FHI360 is supporting the government of Nigeria (GON) to enhance sustained cross-sectional integration of HIV/AIDS services by building Nigerian capacity to deliver sustainable high quality, comprehensive, prevention, treatment, care and related services in various states within Nigeria.

FHI360 Nigeria Country Office is hereby seeking for qualified and interested companies to submit proposal for provision of IT Support Services to its Country Office and 13 state offices. The personnel requirement for the support is 2 in the Country Office and 1 staff each in the state offices. The contract period will be for the period of one year with the option to renew for additional one year.

#### **(B) Scope of Service**

Vendor will provide helpdesk services and support to FHI360’s IT infrastructure comprising of computers including solar powered desktops, devices (routers, Wireless access points, Satellite and Communication equipment, VoIP systems, load balancer, UPS etc), Servers, Applications, Domain Services, Printers, scanners, Internet Connectivity, Network devices, Network Operating systems and Voice Communication.

#### **Each support staff will:**

- (1) Monitor and troubleshoot Client Systems and Networks, automated backup and restore operations and mission critical applications and other line of business applications to allow IT respond proactively to emerging problems and perform ongoing IT housekeeping functions.
- (2) Perform installations of operating systems layered products and third party products for multi-user Computer systems that host corporate applications, databases and websites
- (3) Assist and perform software installation and upgrades as required.
- (4) Provide IT training on a periodic basis to FHI/Nigeria staff and partner organizations

- (5) Assist in planning and implementation of IT related projects
- (6) Perform daily and weekly backups of all data on the servers
- (7) Make periodic visits to facilities to provide troubleshooting support, advice and build the capacity of medical facility staff in order to maintain their computers at reasonable level of operation
- (8) Send daily reports to supervisor in the Country Office
- (9) Perform other relevant duties as assigned

#### **MINIMUM EDUCATION STANDARDS**

- (10) University degree and minimum of 4 years post NYSC experience in an Analyst or Support role or Equivalent. Proficiency in Windows-based Server Operating Systems, must have strong customer service and communication skills.
- (11) Minimum of CCNA or MCITP professional certification.

#### **(C) Selection Criteria**

Please read this section carefully and be sure that all requested information is included in your submission. Evaluators will neither make assumptions nor draw inferences regarding missing or incomplete information. The submission of incomplete information **could result in** the rejection of proposal.

The minimum eligibility criteria to participate in the prequalification process Shall be as under and should be submitted along the price quotation in a sealed envelope.

#### **The responding organization must:**

- (1) Submit detailed Company Profile with registered address, functional email, telephone numbers and point of contact for the organization. The profile will also contain copies of company registration with Corporate Affairs Commission, including form CAC7 & CAC2 and /or relevant authorities where business is domicile.
- (2) Submit evidence of payment of tax for the last three years
- (3) Have at least five (5) years' experience in providing similar services.
- (4) Recommendation Letter from three reputable and notable organization attesting to satisfactory performance in previous provision of related services.
- (5) Provide list of reference with contact telephone number(s) and email(s)

- (6) Evidence of registration with relevant professional bodies or institutions of practice local and international.
- (7) Provide credentials and up to date certifications of at least six (6) staff who will be on the project if bid is successful.
- (8) Provide project/performance management plan.
- (9) Submit updated financial report.
- (10) Submit certification to pay at least 70% of quoted rate to staff if bid is successful.
- (11) Provide Health insurance for staff.

**(D) Clarification and Submission of Proposal:**

Bidders must submit request for any clarification and further information concerning this solicitation in writing via email to [procurement@sidhas.org](mailto:procurement@sidhas.org).

Tel: 09-4615555 **not later than 4pm Thursday 8th September, 2016.**

Complete proposal including financial and technical documents must be submitted in a sealed envelope and signed by authorized representative of the bidding company **on or before 5pm Thursday 15<sup>th</sup> September, 2016.** Envelope should be labelled “**Provision of IT Support Services**”and addressed to:

**The Procurement Manager  
Family Health International (FHI360),  
Plot 1073 JS Tarka Street, Garki, Area 3  
Abuja**

Any proposal received by FHI360 after the deadline for submission stated herein shall be rejected and returned unopened to the bidder

No proposal shall be modified after the deadline for submission of proposals. Facsimile (fax), e-mail documents or postmarked documents will not be accepted. Issuance of this RFQ in no way constitutes a commitment by FHI360 to award a contract. FHI360 reserves the right to vary any part of this RFQ at the time of award if it becomes necessary.

This procurement is funded by the US Agency for International Development (USAID) and is subject to the applicable Federal Acquisition Regulation (FAR) and AID Acquisition Regulations (AIDAR)

FHI360 is Value added tax (VAT) exempted, but charges Withholding Tax (WTH) in compliance with Relevant Nigerian laws.

