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From the American People

Request for Proposal: Information Technology (IT) Support Services

(A) Background

Family Health International (FHI 360) with funding from the United States Agency for International Development (USAID) through the Strengthening Integrated Delivery of HIV/AIDS Services (SIDHAS) project 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.

FHI 360 Nigeria Country Office is seeking for qualified and interested companies to submit proposal for provision of IT Support Services to its Country Office and 13 states offices. The personnel requirement for the support is 2 staff 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 one additional year.

(B) Scope of Service:

Vendor will provide helpdesk services and support to FHI 360s 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 installations 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 a reasonable level of operation.
- (8) Send daily reports to supervisor in the Country Office
- (9) Perform other relevant duties as assigned.

(C) Clarification and Submission of Proposal:

Bidders must submit requests for any clarification and further information concerning this solicitation in writing **via email to Procurement@sidhas.org not later than 4pm on Thursday April 7th 2015**. Complete proposal including financial and technical documents must be submitted in a sealed envelope **on or before 4pm, Thursday April 14th, 2015** Envelope should be labeled “**Provision of IT Support Services**” and addressed to **The Procurement Manager, Family Health International (FHI 360), 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.

(D) 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 proposals.

The responding organization must:

- (1) Submit detailed Company Profile with registered address, functional email, and telephone number(s). The profile will also contain copies of company registration with the Corporate Affairs Commission, including form CAC7 & CAC2 and/or relevant authorities in country where business is domicile.
- (2) Submit Tax Clearance Certificate for 2011, 2012, and 2013.
- (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 key staff.
- (8) Provide project/performance management plan.
- (9) Submit updated financial report.

NOTE that issuance of this solicitation in no way constitutes a commitment by FHI 360 to award a contract. FHI 360 reserves the right to vary any part of this solicitation at the time of award if it becomes necessary.

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

FHI 360 is Value added Tax (VAT) exempted, but charges Withholding Tax (WTH) in compliance with Nigerian Tax laws.