



Terms of Reference for Service and Maintenance of NSPA's Information Systems and IT infrastructure

1. Background

The National Social Protection Agency (NSPA) is working to establish a comprehensive digitalized mechanism to manage information, including a Document Management System (eNSPA), Social Protection Information System (SPIS) and Call Center management Application. There is also ongoing work to develop a web based online Beneficiary Portal and separate Mobile Application for the existing SPIS, for use by potential beneficiaries to submit applications, for targeting, payment updates, case management and monitoring.

2. Objective

The objective of this Consultancy is to facilitate the smooth and efficient operations of NSPA's services through overseeing, servicing and maintenance of NSPA's Information systems and IT infrastructure.

3. Scope of Work

The detailed scope of the consultancy is outlined below:

1. Ensure overall system and server uptime, availability, reliability and security
 - a. Set up a dashboard for admin users to identify uptime and reasons for failures
 - b. Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups
 - c. Sustaining network integrity, server deployment, and security
 - d. Network capacity and utilization monitoring
 - e. Capacity monitoring and storage management and planning
2. Support to deploy, install, configure, administer necessary software applications and servers for Agency's IT infrastructures
 - a. Maintain operational, configuration, or other procedures to ensure security and workflow
3. Overseeing system performance and troubleshooting hardware and software issues by running diagnostics, documenting problems and resolutions, prioritizing problems, and assessing impact of issues
 - a. Troubleshooting server-side issues as they arise
 - b. Diagnosing and resolving hardware, software, networking, and system issues when they arise.
4. Maintain datacenter environment and routine backup, monitoring, testing and recovery

- a. Support inhouse IT team to set up and enable easy management of automated backups
 - b. Ensure regular backup operations and implement appropriate processes for data protection, disaster recovery, and failover procedures.
 - c. Support inhouse IT team to repair and recover from hardware or software failures.
5. Work with inhouse Developer in testing, debugging and improving Agency's Applications
 - a. Support integration efforts of Agency's Applications with other third-party Applications
6. Make recommendations and support the improvement of IT infrastructure, systems, and operations.
 - a. Research, recommend and support to implement innovative, and where possible automated approaches for system administration tasks. Identify approaches that leverage existing resources and provide economies of scale
 - b. Support to replace and upgrade defective or outdated components when necessary.
 - c. Perform system upgrades following new releases
7. Provide technical support to NSPA's in-house IT team when requested
 - a. Provide routine training, assistance and technical information to inhouse IT team at NSPA to enable them to manage Agency's IT systems and infrastructure by the end of the contract.

4. Deliverables

The following deliverables must be delivered within the given time frames:

- Detail Monthly Reports of issues attended to and work done, in an agreed format to be submitted within the first week after the end of each month
- Setup of a Dashboard for admin users to identify server uptime and errors
- Manage day to day monitoring of IT infrastructure and systems as assigned by NSPA
- Support the deployment of Applications and integration with third party applications as per NSPA's rollout plans
 - b. Orient and train NSPA's inhouse IT team to enable them to manage Agency's IT systems and infrastructure by the end of the contract.
- Quarterly review report of NSPA's Information systems and IT infrastructure containing findings on areas of improvement

5. Reporting and Work Arrangements

- The Consultant will work closely with NSPA's IT team and report to the head of IT Section at NSPA.
- Physical attendance is not compulsory as payments will be made monthly against submission of deliverables scheduled and agreed with the Agency

- Work space and equipment will be provided for at NSPA office (if required) and off-site work arrangements can be facilitated (if required) as well.

6. Duration

- Duration of the consultant's services is 1 (one) year from signing of the agreement.
- Should NSPA require services from the consultant after the end of the service period, with the agreement of the consultant, NSPA may extend the service period of the agreement.

7. Qualifications and experience required

- i. Diploma/Bachelor's Degree qualification in Computer Science / System Administration / Information Technology/ Information security or other ICT related field with minimum 3 years' experience in system administration, network administration or in a related IT field.
- ii. System administration/system engineer equivalent IT certifications in Linux, Microsoft, or another network related field
- iii. Strong knowledge of systems and networking software, hardware, and networking protocols
- iv. Solid understanding of Windows Server Administration and Linux Administration, TCP/IP protocols.
- v. Solid understanding of virtualized environments.
- vi. Experience in VMs and Cloud Infrastructure.
- vii. Experience in firewall, server administration, system security and data backup/recovery
- viii. Experience with scripting and automation tools
- ix. Familiarity with SQL and database operations, PHP, Python and JavaScript
- x. Experience in developing and implementing IT strategy and plans
- xi. Strong knowledge of implementing and effectively developing IT operations best practices, including expert knowledge of security, storage, data protection, and disaster recovery protocols

8. Evaluation Method and Criteria

Consultant will be evaluated based on the following methodology:

Cumulative analysis

The award of the contract shall be made to the consultant whose offer has been evaluated and determined as a) responsive/compliant/acceptable; and b) having received the highest score out of set of weighted technical criteria (50%) and financial criteria (50%). Financial score shall be computed as a ratio of the proposal being evaluated and the lowest priced proposal received.

Technical Criteria for Evaluation (Maximum 50 points)

- Diploma or Bachelor's Degree in Information Technology or a related field (5 marks)
- Master's Degree or higher in Information Technology or a related field (5 marks)
- Experience in system administration, network administration beyond eligibility requirements - (1 mark per year up to a maximum of 10)
- Proof of experience/expertise for requirements identified in Section 7 (ii) to 7 (xi) - (2 marks maximum per item up to a total maximum of 20)
- Interview (10 marks)

Only candidates obtaining a minimum of 35 points (70% of the total technical points) during the technical evaluations would be considered for the Financial Evaluation.