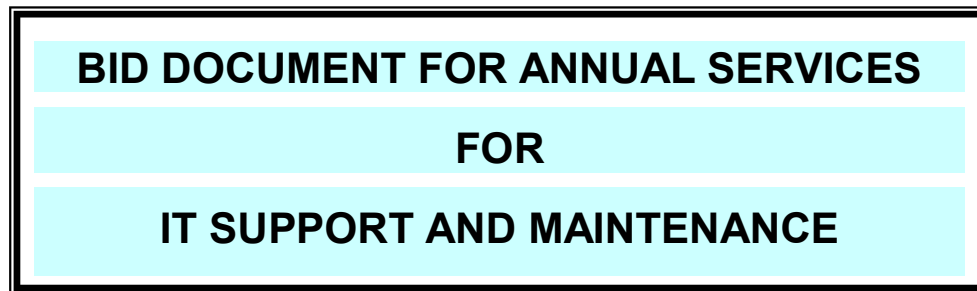


HELVETAS Swiss Intercooperation Nepal

Dhobighat, Lalitpur, Nepal



SIGNATURE OF ISSUING OFFICER:

Office Seal:

Date of issue:

BID REQUIREMENT

Invitation to Bid for IT Support and Maintenance

1. Sealed Bids are invited for IT Services from the registered IT support organization/ institutions/ suppliers fulfilling the eligibility requirements.
2. The support organization/institutions with experience of successfully maintaining and deploying IT equipment and services fulfil the requirements for minimum three years are eligible for bidding.
3. Interested in bid shall submit photocopy of firm registration, authorisation letter, company profile, catalogue/leaflet, recent tax clearance certificate, VAT/PAN certificates and other relevant document along with bid document.
4. Bidding documents can be downloaded from the purchaser's web page <https://nepal.helvetas.org/en/about/jobs/> by eligible Bidders, from the next day of publication of this notice.
5. All offers must be submitted in a **sealed envelope** on or before 13:00 hours, 28th March 2017. Documents received after this deadline shall not be accepted.
6. A pre-bid meeting will be held on 21st March 2017 at 11:00 hrs at HELVETAS Swiss Intercooperation Nepal, Dhobighat, Lalitpur.
7. The signed hard copy of bids/offers has to be submitted in a sealed envelope and addressed to :

HELVETAS Swiss Intercooperation Nepal
Dhobighat, Lalitpur-3, Nepal
Ph. No. 977-1-5524925; 5524926
8. Bids will be opened in the presence or absence of Bidders' representatives who choose to attend at 15:00 on 28th March, 2017 at the office as indicated in (7) above.
9. If the last date of purchasing, submission and opening falls on a government holiday then the next working day shall be considered as the last day.
10. This office reserves the right to accept or reject, wholly or partly any or all bids without assigning any reasons, whatsoever.

Technical Specifications

Purpose of Job

To ensure the provision of cost effective maintenance and uninterrupted IT services to staff within the designated area where projects and programme offices are located for 300 users and 15 servers in LINUX and Windows environment.

Main Duties

- 1 To plan and perform regular visits to each projects and programme offices to identify any maintenance requirements and organise relevant response.
- 2 To plan and perform detailed annual maintenance assessments for each projects and programme offices and report upkeep requirements.
- 3 To liaise with staff and IT focal person concerning maintenance of IT equipment, dealing with problems and requests for repairs or alterations.
- 4 To assist and share knowledge and experience with staff as required.
- 5 To undertake any other duties delegated by the Country Office based IT Coordinator.

Job context and other relevant information

- There will be a permanent deployment of one staff from company in convenient location in one of the programme offices, who needs to be experienced in all aspects of Information Technology gained in a management or supervisory capacity, and supported by technical level qualifications in Hardware, Network and Software.
- On demand travel may involved out of Kathmandu valley for which purposes the HELVETAS Swiss Intercooperation Nepal will assist with logistic arrangement for the travel and there must be 2nd deployment to provide daily support in Kathmandu based offices.
- Must work in accordance with the organization's policies and procedures.

Bidding firm must :

- Be an authorized partner of VMware.
- Have at least three years or above experience of supplying similar solutions & services (server & storage hardware, Microsoft AD, Exchange and VMware).
- Submit certified CV's of Company's Technical Human Resource stating experience and job responsibility for professionals listed below:

S.N.	Area of Expertise	Number of professionals
1	Certified IT Professional in Server Administration and Troubleshooting	At least 2
2	Certified IT Professional in Storage Administration and Troubleshooting	At least 2
3	Certified IT professional in VMware	At Least 2
4	Certified IT professional in Active Directory & Exchange Server	At Least 2
5	A+ Certified Hardware Technician	At Least 1

Preferences:

- The firm with Microsoft OEM partnership will be an added value.
- Proven knowledge of Hardware level maintenance and network support
- Excellent knowledge in Managing Windows and LINUX server
- Excellent knowledge in managing sharepoint server
- Capable of configuring and deployment of storage devices
- Proficient in configuring and managing Firewall, Routers and Switches including Virtual Private Network

The company assures following services round the clock.

1. Unlimited Telephone Support

All staff have direct access to company's local technical experts via telephone or with online support service.

2. Unlimited Remote Support Service

The designated technicians should be able to view and operate any of computers or servers from their control centre, saving time and money. It must totally secure and means that they can fix most of computer problems instantly without having to wait for a technician to visit offices.

3. On-Site Visits

In the unlikely event if the problem can't be fixed remotely, company will have to arrange for one of their locally based engineers to respond the problem if designated person cannot handle the issue well.

4. Proactive Maintenance

The company will run regular housekeeping and technical audit tasks and activities on all computers and server to ensure they are always in live condition.

5. 24/7 Monitoring

The company constantly monitors all computers for early signs of trouble and often find faults and fix them even before staff are aware that anything is wrong, preventing costly interruption to daily activities.

6. Updates

The company makes sure that all software have latest software patches installed, keeping system more secure and efficient.

7. Security Maintenance

The company makes sure that anti-virus software and Spyware protection is kept up to date, ensuring they will keep computer secure and free from danger.

8. Fully Managed Backup System

The company provides a range of high security, fast restore back-up solutions including a fully managed back-up service for total peace of mind.

Duration of Contract

Initial contract will be for one year from the date of signing and after evaluation of performance and services it can be extend for further two years.

Financial Proposal

The financial proposal of only those bidders fullfilling minimum technical criteria will only be evaluated.

S. N.	Description	Unit	Rate	Total Amount
1	Annual Services for IT Support and Maintenance (in package)	1		
Total in Words:				
			Total	
			VAT 13%	
			Grand Total	

We, under signed have thoroughly read all details in the bid document associated with this bidding and fully agree to perform work as proposed.

Submitted By

Name of Authorised Representative:

Name of Firm:

Signature:

Firm Seal:

Date: