Section II: Schedule of Requirements

eSourcing reference: RFQ/2019/12727

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TERMS OF REFERENCE

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Background

Cities Alliance is the global partnership for poverty reduction and promoting the role of cities in sustainable development.

Partnerships are critical to achieving the 2030 Agenda for Sustainable Development. We bring together organisations with different perspectives and expertise on city issues around common goals: well run, productive cities that provide opportunities for all residents. Our members include multilateral development organisations, national governments, local government associations, International NGOs, private sector and foundations, and academia.

The Cities Alliance Secretariat is based in Brussels, and is hosted by the United Nations Office for Project Services (UNOPS).

Assignment Objective

The objective of this Request for Quotation is to identify vendor who are able to provide qualified Information and Communications Technology (ICT) Support Services for UNOPS-Cities Alliance Secretariat, located at the UN House, Boulevard du Régent 37-40, 1000 Brussels, Belgium.

Cities Alliance acceptable turnaround for support services in the following response time:

1. Vendor is expected to address customer concerns, problems and escalations in a timely manner, within one-hour response during office hour (Monday to Friday from 08:30 to 17:30 CEST)

2. Restoration of service – Service is expected to be restored either through a workaround or a permanent solution. Vendor is expected to resolve ninety percent (90%) of incidents within the time frame specified for each priority:

    a. Critical -- 4 hours or less

    b. High -- 8 hours or less

    c. Medium -- 24 hours or less

    d. Low -- 3 business days

3. For network monitoring and support: 24/7/365 emergency response time guaranteed.

Requested Services: Information and Communications Support and Monitoring Services

1. **Desktop Monitoring and Support (On-Site and Remote / Phone Support)**

    a. Performance of basic support functions, including the installation of workstation ICT equipment, PC's, laptops, PDA's, smart phones, printers, peripherals, and office software; diagnosis and correction of application problems, configuring of PC's and laptops for standard applications; identification and correction of user hardware problems, with advanced troubleshooting as needed;

    b. Support services to be provided to UNOPS – Cities Alliance staff in Brussels office (On-Site and remote services) and regional staff offices (Remote services – Mexico City, Mexico; Bangkok, Thailand; Kampala, Uganda; upon request.

2. **Management and Maintenance of Microsoft Office 365 (On-Site and Remote / Phone Support)**

    a. Manage and maintain user account management, including creation, editing and deleting of accounts, reset password, updates, etc.

    b.   Activate licenses and monitor license expiration

    c.   Coordination of technical support with Microsoft when needed

    d.   Management and utilization of Microsoft Office 365 applications, tools and cloud technology

    e.   Provide training on Microsoft Office 365 applications, tools and cloud technology.

3. Azure Cloud Server Administrative and Management Services (On-Site and Remote / Phone Support)

    a.   Server monitoring and support and online back-up of all files and Windows System state

    b.   Management of networks and computer systems, including associated hardware, software, communications, and operating systems, necessary for performance, security, reliability, back-up and recoverability of the systems.

    c.   Scheduling of preventive maintenance for equipment in the areas of coverage is properly and promptly performed; development of operations and quality assurance for backup plans and procedures are being followed.

    d.   Configuration management, including changes, upgrades, patches, etc. is maintained; management of user login's and password security is documented; and support of software products relating to servers and workstations; timely response to repair and maintenance work for the user.

4. Security and Backup Efforts (On-Site and Remote / Phone Support)

    a.   Maintenance of virus detection programs on the servers and user computers and laptops; performance of periodic security audits.

    b.   Weekly backup of the computer, data and information, and the like; program to restore systems and data if cloud servers and/or computers go down, are required.

5. Planning

    a.   Engineering, planning, and design services for major system enhancements and/or upgrades to existing systems; recommendations for future purchasing and technology needs, when requested or necessary.

    b.   Installation of new equipment, software, and transfer existing data when acquired, will be needed.

8. Other ICT support as requested by UNOPS Cities Alliance

    a.   Provide any other ICT support that may be needed from time to support and improve UNOPS Cities Alliance operations.

    b.   Websites and databases hosting, domain names management and mass distribution management of UNOPS Cities Alliance

- Manage website and database hosting, including migration from current host company to a new one
- Management SSL certificates related to websites and databases
- Manage domain names management

Quotations

1. Vendors are requested to provide information on the following estimate:

    a.   Monthly support needed to maintain

    b.   Hourly rate for support service (on-site and remote support)

Contract Period

From January to March 2020

Qualifications

Bidder should be in continuous business of providing similar services for the last 3 years.

Bidder should be legally incorporated in Belgium