



Call for Expression of Interest - ICT Service Provider

We are excited to announce that the **Terre des hommes (Tdh-L)** is seeking service providers for our office's Information, Communication, and Technology (ICT) management and operation. As we aspire to enhance our IT infrastructure and support services, we are inviting experienced and qualified IT service providers/companies/groups to collaborate with us.

Scope/Responsibilities:

- The selected service provider will be responsible for managing/configuring our network infrastructure, and computer systems, organizing, controlling, evaluating, including planning and maintaining efficient ICT systems.
- The service must follow the organization's design, develop, implement, and coordinate systems, and align with policies, and procedures for efficient ICT management.
- Ensure data security, network access, and backup systems are secure and operational.
- Act in alignment with user needs and system functionality, contributing to organizational policy in order to the organization's requirements.
- The service provider has established a part-time service team to carry out assigned tasks. The team adheres strictly to Tdh-L's schedule for working days and hours, which is 20 hours per week as required by the organization. However, the service provider and Tdh-L can negotiate on the minimum standards required for this flexible arrangement.

Requirements:

- The service provider should align with our organization's objectives, ICT management protocols, and monthly progress reporting and demonstrate a track record of successful ICT management.

Qualifications

- We are looking for service providers with expertise in IT infrastructure management, network systems, security protocols, and end-user support.

- Ability to manage IT personnel effectively and efficiently.
- "Having a positive work experience and a strong background with other Non-Governmental Organizations (NGOs) and International Non-Governmental Organizations (INGOs), as well as with external consumers.

Deadline for Submissions: [Submission Deadline]

We look forward to receiving innovative proposals from reputable IT service providers to elevate our office ICT management.

How to Apply and Submission of Expression of Interest:

Please send (1) A narrative of interest to the advertised responsibly, (2) a current company profile (documents of the certificates in this relevant role, organization chart, registration, service planning/preferable schedule with contact information of professional references (if possible).

Proposals should include a detailed outline of services offered, relevant experience, and pricing, payment methods, and other standard terms and conditions. Please address your submission to email: chawsu.thwe@tdh.org not later than 5:00 pm on May 19th, 2024. Only selected proposals will be contacted.