

Terms of Reference (TOR):

IT support services for GIZ Georgia

Monitoring, support and maintenance of IT systems and networks in the GIZ Office Tbilisi and Project Offices

1. Expected results:

The consulting company ensures the technical functionality of the general IT-System (including Hardware, Telecommunication and other related applications) of the GIZ Office and GIZ Projects and of the individual workplaces of its staff in Georgia on a 24 hours / 7 days basis.

Additionally, the consultant supports all IT-related procurement through technical advice and support in defining technically unambiguous and product neutral specifications.

2. Description of the Services

- Monitor, support and maintain the computer systems, networks and servers of our organization in Georgia in coordination with the GIZ Office Tbilisi and our Headquarters in Germany.
- Install and configure computer systems, diagnose hardware/software faults and solve technical and applications problems, either over the phone, via remote access to computer or through personal workplace visits.
- Perform server administration and maintenance tasks.
- Communicate with other Vendors and Providers.

3. The Technical Tasks in particular:

- Support and Administer Microsoft Windows Servers and all active roles on Servers
- Support and Administer Linux servers and all active roles
- Support and Administer SQL Database servers
- Support and Administer Virtualization Platforms
- Administer Microsoft Active Directory
- Administer Microsoft DHCP Servers and Failover.
- Administer Microsoft File Servers and DFS Servers

- Administer Windows Defender Advanced Threat Protection (ATP)
- Support and Administer Firewall Systems
- Support and Administer Print Servers
- Support and Configure Windows Update Servers
- Administer corporate backup systems and operations (VM, DB, Files, etc)
- Administer Panasonic PBX telephony systems.
- Administer VoIP PBX
- Installing and configuring computer hardware, operating systems and applications
- Monitoring and maintaining computer systems and networks
- Talking through a series of actions, either face to face or over the telephone to help set up systems or resolve issues or using remote access software
- Troubleshooting system and network problems and diagnosing and solving hardware/software faults
- Configure, Manage and Monitor corporate routers, switches, access points
- Support and monitor VLANs, VPNs
- Replacing parts as required
- Providing support, including relevant reports
- Supporting the roll-out of new applications
- Setup and configure network and system monitoring solutions
- Provide regular reports
- Executing a backup plan for the critical servers, including a regularly-tested recovery process
- Provide professional advice in the purchase process of IT hardware/software. Assess tender specifications and technical documentation for tenders, create neutral specifications and adjust to GIZ standards.

4. Requirements of the bidder:

- Minimum 3 years of experience in providing IT outsourcing services.
- Demonstrated customer service quality and support
- List of existing customers
- Letter of recommendation of existing customers
- Partnership with global IT Companies (Microsoft, Adobe, SAP, Cisco, etc).
- Minimum 4 assigned full time employee technicians (CV-s to be supplied)
- Minimum 1 assigned cyber security advisor
- Dedicated corporate service manager

- Technician Certification and Qualification of support personal
- IT Service Management Capabilities, such as Incident Management, Problem management, Service request management, Reporting and analytics
- Flexibility and availability of requesting IT support
- Relevance and form of supplied offer
- Service provider must not have hardware sales business.
- Service provider should comply with EU general data protection regulation (GDPR)

Annex to the TOR

A. Hardware of GIZ to be supported (actual status, adjustments possible):

Office #1

GIZ Office Tbilisi, Tbilisi, Griboedovi Str.

Quantity
20x Notebook
18x Printer
3x Physical Servers, 10x Virtual Servers
1x Cisco Router
2x Cisco Switches
5x Cisco Wi-Fi AP
IP Phones and Analogue Phones
1x Panasonic PBX
2x Projector

Office #2

EPIC Tbilisi, Griboedovi Str.

Quantity
10x Notebook
1x Printer
1x Cisco Switch
2x Cisco Wi-Fi AP

Office #3

PSDTVET+PSDPEU, Tbilisi, Griboedovi Str.

Quantity
26x Notebook
13x Printer
2x Physical Server, 2xVirtual Server
1x Cisco Router
2x Cisco Switch
3x Wi-Fi AP
2x Projector

Office #4
GGLD, Tbilisi, Griboedovi Str.

Quantity
28x Notebook
7x Printer
2x Physical Server, 2x Virtual Server
1x Cisco Router
2x Cisco Switch
3x Cisco Wi-Fi AP
1x Panasonic PBX
1x Projector

Office #5
DKTI, Tbilisi, Griboedovi Str.

Quantity
8x Notebook
2x Printer

Office #6
PMD&BMU, Tbilisi, Chovelidze Str.

Quantity
8x Notebook
4x Printer
1x Cisco Router
2x Cisco Switch
2x Cisco Wi-Fi AP

Office #7
ECO.Georgia, Tbilisi, Gulua Str.

Quantity
15x Notebook
3x Printer
2x Physical Server, 2x Virtual Server
1x Cisco Router
2x Cisco Switch
2x Cisco Wi-Fi AP

Office #8
ECO.Georgia, Tbilisi, Marshal Gelovani Str.

Quantity
15x Notebook
1x Printers
1x Physical Server, 2x Virtual Server
1x Cisco Router
2x Cisco Switch
2x Cisco Wi-Fi AP
1x Projector

B. User's standard software to be supported:

Business Software:

Windows 10, Microsoft 365 Apps for Enterprise, MS One Drive, MS Teams, Microsoft Multifactor authentication (MFA), Intune Company Portal app - Mobile Device Management (MDM), Skype, File archiver Software (7-Zip, WinRaR), Adobe products, Internet-Browsers.

GIZ Software:

Enterprise Connect-Client, SSL-SAPGui, WINPACCS, onSITE Asset, Opentext Imaging Viewer, HR and Payroll software.