

**Terms of Reference (ToR) for Consultant to Offer IT Support to the Office.**

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| <b>Organisation/Agency</b>    | BBC Media Action, South Sudan Country Programme   |
| <b>Consultancy Assignment</b> | Information Technology (IT) Service Provider  |
| <b>Assignment Location</b>    | Juba, Central Equatoria State, South Sudan  |
| <b>Reporting To:</b>          | BBC Media Action’s Finance and Operations Manager but works closely with London HQ IT Support |
| <b>Duration</b>               | On Call – Continuous  |
| <b>Possible start date</b>    | 1 15 <sup>th</sup> Jan 2021   |

**1. Background to the organisation**

BBC Media Action was founded in 1999 as an international development charity. BBC Media Action is registered with Relief and Rehabilitation Commission (RRC) as Non-Governmental Organisation that uses Media for Development (M4D). BBC Media Action uses media and communication to reduce poverty and promote human rights in developing countries. We partner with civil society organisations, local media and governments to: (i) Produce creative programmes based on robust research in multi-media formats which inform and engage audiences around key development issues and (ii) Strengthen the media sector through building professional capacity and equipping the stations.

**2. The Consultancy Purpose**

The purpose of this consultancy work is to provide overall IT Support to BBC Media Action South Sudan office on call and often work closely with the UK Technology Team to support in country IT systems.

**3. The Scope**

To,

- Provide the office team in end user helpdesk and ensure end-user system is running smoothly by providing system administration and maintenance.
- Manage the deployment, monitoring, maintenance, development, upgrade, and support of all current IT systems, including LAN, WLAN and wi-fi connectivity, PCs, operating systems, software applications, and peripherals
- Manage total network, core switch, routing and firewall.
- Manage Storage System (SAN or NAS Drives)
- Manage Local conferencing systems (video/audio);
- Ensure server management (including backup, security etc) is done effectively;
- Anti-virus management;
- Inventory and asset management for all IT equipment including licenses;
- Email management

- Data Centre Power Management
- Local Technology Projects – e.g. online projects, upgrades etc
- User desktop, laptop, printer, scanner maintenance and troubleshooting.
- Smart phone configuration
- User training
- Maintenance of broadcast technology systems (studio, edit facilities)

#### **4. Technical and Financial Proposal**

The consultant/consultancy firm is required to prepare and submit a technical and financial (total lumpsum in USD per day) proposal based on this Terms of Reference (TOR).

#### ***Additional Requirements:***

- Firm's valid registration and tax certificate in South Sudan
- A profile of the firm with clear management structure and evidence of similar work performed.
- CVs of main staff to be involved in this work. A list of three professional references linked to the work performed described above.
- A commitment for availability for the entire assignment.
- 2 reports from similar assignments, performed by the consultant or firm.
- Excellent verbal and communication skills
- Payment terms
- Commitment to understand and comply with BBC Media Action Safeguarding policy, Anti-Fraud & Anti-bribery, Code of Conduct and Respect at the workplace.

#### **5. Expressions of interest**

Interested firms should submit their technical and financial proposal to [procurement@ss.bbcmmediaaction.org](mailto:procurement@ss.bbcmmediaaction.org) latest by **6<sup>th</sup> December 2020**