



THE LUTHERAN WORLD FEDERATION/WORLD SERVICE SOUTH SUDAN COUNTRY PROGRAM

Terms of Reference for conducting ICT Infrastructure, systems and internet usage assessment in Jamjang County of Ruweng Administrative Area, South Sudan

Location:	LWF Jamjang
Starting date for the assignment:	29 th July 2021
Project/Donor:	
Number of sites:	Four sites

Background:

Lutheran World Federation/World Service (LWF/WS) is an international NGO whose mission is “Inspired by God’s love for humanity, World Service is dedicated to challenging and addressing the causes and effects of human suffering and poverty, linking local responses to national and international advocacy.” To realize this mission, LWF World Service South Sudan Program is dedicated to addressing the causes and effects of the suffering and poverty of people in South Sudan, linking local responses to national and international initiatives”. LWF/DWS seeks to ensure unimpeded and timely access to humanitarian response, working towards development and sustainable solutions. It uses its commitment and solidarity with affected communities to take part in ensuring durable solutions. LWF/WS started its operations in 1983 in the then Sudan, responding to the needs of vulnerable communities in hard-to-reach areas. In its disaster response, LWF has responded to the needs of the internally displaced, refugees and the host community addressing the needs of vulnerable community groups such as girls and women, persons with special needs and protection of children in times of conflict and disaster

About the Education Programme and the use of ICT services and infrastructure

LWF/WS operations in Jamjang County (Ruweng Administrative Area) cover Education, Child, and Youth Protection for refugees and host communities with funding support from BPRM, Education Cannot Wait, Church of Sweden and UNHCR. LWF/WS is currently running Instant Network Schools in Napata Primary School, Soba Secondary School and Mandela Secondary School to support effective teaching and hence learning. The internet at the three (INS) centres supports students and teachers to navigate both online and offline content for



lesson preparation, and for learners to access learning materials using RACHEL (Remote Area Community Hotspot for Education and Learning) an offline server system that provides a digital educational library and structured learning content to a community of students without internet connectivity. In addition, DAFI scholarship connected students use the internet to access their online mode of learning. Including the LWF staff who uses the internet for official work. Therefore, this requires a stable internet connection and better infrastructure, systems and LAN that requires advanced network management and bandwidth optimization to maximize the benefit of these systems and platforms in the four sites.

LWF/WS is seeking the services of an experienced and multi-disciplinary ICT consultant to undertake four (4) days of intensive assessment of the existing ICT Infrastructure performance, LAN Systems, software (windows, office applications, antivirus etc.), Internet/bandwidth optimization, RACHEL Offline Server and Network Management in four sites (LWF Office, in Jamjang, Ruweng Administrative Area.

Purpose of the Assignment:

The overall purpose of the assignment is to;

- Conduct an intensive assessment of the existing ICT Infrastructure, Systems, Internet/bandwidth optimization, Network Management in four sites (LWF Office, Napata Primary School, Soba Secondary School and Mandela Secondary) all in Jamjang, Ruweng Administrative Area.
- The assessment also aims to identify the gaps in ICT infrastructure, number of users, link capacity/bandwidth optimization, software (windows type used, Office application, antivirus etc.), and skills of the INS supervisors in troubleshooting. This will make LWF to strengthen the ability of INS schools and LWF office in terms of link capacity and bandwidth optimization, network infrastructure, software etc. by executing the necessary measures recommended. Also, plan, manage and deliver credible, transparent and inclusive learning in all the INS centers.

Deliverables of the assignment

1. Develop a guide or checklist for ICT infrastructure (LAN equipment, Computers, hardware, network management, RACHEL systems, link capacity/bandwidth, power/backup, etc.)
2. Conduct a four-day assessment in four sites (LWF Office, Napata Primary School, Soba Secondary School and Mandela Secondary school) all in Jamjang, Ruweng Administrative Area.
3. Detailed ICT assessment report for all the sites assessed indicating specific issues of all the sites. The report should cover methodological approaches used, photos/screen shot of system performance e.g. bandwidth usage in Mikrotik, Modem configuration (SCPC or MCPC), dedicated or pulled capacity etc. infrastructure/systems being used, link capacity/bandwidth optimization, software (windows, Office applications, antivirus etc.). In addition, a solid recommendation for adaption and change management.



4. Assessing ICT infrastructure and submit a comprehensive assessment report with necessary recommendations. Duration four (4) days.

Duties and Responsibilities

Under the Overall supervision of the Team leader in Jamjang and the technical supervision of the M&E and Database Manager, and in close collaboration with the INS supervisor, education coordinator, Education Manager, DAFI Education Assistant and Internet Service Provider. The Consultant will conduct an ICT assessment detailed in the above section “purpose.” The assessment recommendations shall be used to ensure the continuous availability and functioning of critical systems, infrastructure and internet usage to successfully enhance learning and LWF staff to work effectively.

Consultant’s duties will include:

- Assess the present conditions of the ICT infrastructures, RACHEL Offline Server, LAN equipment, Software (Windows, Office application, antivirus etc.)
- Assess the ICT infrastructure, systems and core networks (LAN) in all the four sites and their physical conditions that jeopardizes performance
- Assess the Network Access Storage (NAS) for RACHEL and the backup;
- Assess the power backup systems; and
- Any other issue that may arise during the period of the assessment.

Competencies

Corporate Competencies

- Demonstrates integrity and understanding of LWF values and ethical standards.
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability.
- Treats all people fairly without favoritism

Functional Competencies

- Good knowledge of SLA to effectively assess compliance with the ISPs;
- Ability to lead strategic planning, results-based management and reporting;
- Builds strong relationships with students, staff and ISP focusing on internet usage and respond positively to their feedback;
- Demonstrates ability to manage complexities and work under pressure, as well as conflict resolution skills;
- Capable of working under tight deadlines and delivering on time.
- Proven ability to establish priorities and to plan, organize, coordinate and monitor own work plan and provide advice to others, resourcefulness, sound judgment and decision on the entire ICT areas assessed.
- Demonstrates good oral and written communication skills;



- Excellent interpersonal skills; ability to establish and maintain effective working relations with people in a multi-cultural, multi-ethnic environment with sensitivity and respect for diversity.
- Ability to work with others to reach mutually benefiting and lasting understandings on existing platforms and its usage;
- Consistently approaches work with energy and a positive, constructive attitude;

Required Skills and Experience

Key Qualifications

- Bachelor's Degree in computer science, Information technology and other ICT related certifications (CompTIA A+, Network+, Cisco CCNA, and relevant certificates demonstrating background in the mentioned fields for example systems analysis, deployment, integration and management.

Experience:

- 5+ years of professional experience in providing ICT consultancy services, experience with ICT consultancy in relation to first line and second line troubleshooting
- Hands-on experience with ICT upgrades and system performance monitoring including internet.
- At least two years of experience working with information systems in corporate and/or public sectors
- Expertise in managing large public sector ICT projects will be an advantage
- Experience with the working procedures and policies of NGOs in similar capacity would be desirable
- Strong oral and written communication skills in English and Arabic are required

Conditions of the contract

The consultant should have own laptop and other relevant equipment, software and consumable needed to deliver the required task and prepare reports.

Budget Proposal and Schedule of Payments:

Consultant shall quote an all-inclusive Daily Fee for the contract period. The term “all-inclusive” implies that all costs (professional fees, communications, consumables, etc.) that could be incurred by the Individual consultant in completing the assignment are already factored into the daily fee submitted in the proposal. In general, LWF shall cater for travel costs and feeding costs while on duty in the field. Payments shall be done upon verification and completion of deliverables and report approval by the IC's supervisor.

Documents to be included when submitting the proposals:

Interested individual consultants must submit the following documents/information to demonstrate their qualifications: **(Please group all your documents into one (1) single PDF or word attachment as it becomes easy to organize when all applications are being collected.** It should include;



- Cover Letter, outlining the main methodological approaches planned for the assignment and explaining why you are the most suitable candidate for the assignment
- Personal CV detailing past experience in similar projects and at least 3 references

Technical proposal:

- A technical and financial proposal, with a clear work schedule/ timelines and action plan for conducting the assignment.
- Detailed methodological approaches with budget fit for this exercise
- Summary of how they will approach and complete the assignment.

Evaluation

Individual consultants will be evaluated based on the following methodologies:

Award of the contract will be made to the individual consultant whose offer has been evaluated and determined as:

- Responsive/compliant/acceptable; and
- Having received the highest score out of a pre-determined set of weighted technical and financial * Technical Criteria; [100 points]
- Relevant budgeting will be given maximum consideration at the time of evaluating financial implications and constraints.

Submission.

Please send your CV, Technical and financial proposals detailing assessment methodology, work plan and budget, and all relevant documents as a single file to consultancy.southsudan@lutheranworld.org

Deadline for expression of interest is on 28th July 2021 before 5:00PM.

Note:

- Application will be reviewed on rolling basis and due to the urgency of this assignment, the consultant can be engaged before the specified date above
- Hardcopies not allowed!

LWF is a faith-based organization and committed to protection, safeguarding and promoting the rights and welfare of children, young people and adults through Dignity and justice, Compassion and commitment, Respect for diversity, Inclusion and participation, Transparency and accountability. We expect all our staff, volunteers and consultants to share this commitments and values. We will do everything possible to ensure that only those that are suitable to work within our values are recruited or engaged to work for us. This post is subject to a range of screening checks.

Female consultants or female led consortiums are strongly encouraged to apply

