# Malteser International Europe · 51103 Cologne · Germany

**Country Coordination Office**

**Plot No: 445 Kololo Road 3k South**

**Tong Ping, Juba Town**

**South Sudan**

**Juba, 20 January 2020**

**Request for quotations**

For an IT consultant for IT consulting services as following:

The IT consultant agrees to provide the following services to Malteser International (MI):

* Provide IT trainings to MI staff on:
  + Email and Outlook,
  + Office applications and
  + Hardware/software maintenance and upgrades,
* Replacement of laptop batteries, fans, HDD, keyboard, motherboard repair, power jack repair,
* Software reinstallation,
* Speed up laptop,
* System administration tasks (setup emails, internet and wireless connectivity etc.)
* General IT User support to ensure that all software and hardware installed are functioning well and as per MI standards,
* Security and anti-virus updates on all MI laptops,
* Preventive maintenance of all laptop equipment and peripherals,
* On-call services for hardware/software problems,
* Provide the services with all due care, skills and ability,
* Support the logs department in the procurement of IT equipment and defining specifications.

at MI Juba Office under Memorandum of Understanding.

IT consultants are invited to bid above IT consulting services per an hour in USD.

We look forward to receiving your bids by or before the submission deadline on **31 January 2020 at before 4:00 PM** at the addresses specified in the documents.

# Description of the organization and its activities

MI is a worldwide humanitarian relief service of the Sovereign Order of Malta and legally a division of Malteser Hilfsdienst e. V. based in Cologne, Germany. MI is a charitable organization recognize as a relief organization according to the Geneva Convention. In South Sudan, MI is running basic health care programs, a sleeping sickness control program and supporting people affected by leprosy. The activities implemented in Wau are focusing on food security and livelihood and WASH.

**Objective of RfQ:** In accordance with the overall targets of above mentioned operations, MI plans to hire a IT consultant under the MOU for IT consulting according to the needs in its Juba Office.

# Quotation Presentation

The quotation shall be delivered in a sealed envelope to MI - Country Coordination Office, Plot No: 445 Kololo Road 3k South, Tong Ping, Juba, South Sudan.

* The quotation shall be written in English,
* The envelope must state the following information,
* Address to which the quotation is being submitted (see above),
* The words ***“Not to be opened before deadline”*** written in English,
* The quotation should be valid for **60 days after the deadline,**

# General conditions

* The prices will be considered fixed whereas MI will not process Tax exemption. No additional change of whatsoever nature and type will be accepted by MI,

# Timetable

|  |  |  |
| --- | --- | --- |
| **Activities** | **DATE** | **TIME\*** |
| Deadline for submission of quotations | 31 January 2020 | 04:00 p.m. |
| Opening of submitted quotations | 5 February 2020 |  |
| Notification of award to the successful contractor | 10 February 2020 | - |
| Signature of a MOU | 12 February 2020 | - |

\* All times are local time in Juba, South Sudan

1. **Terms of payment**

The payment will be done in United States Dollar by bank transfer or cheque as specified below:

Payment will be done by the MI seven days after received invoices for previous month from the Contractor.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| No | Description of goods or services | Unit | Quantity | Unit price USD |
| 1 | ·         Provide IT trainings to MI staff on: | Working hour | 1 |  |
| o   Email and Outlook, |
| o   Office applications and |
| o   Hardware/software maintenance and upgrades, |
| ·         Replacement of laptop batteries, fans, HDD, keyboard, motherboard repair, power jack repair, |
| ·         Software reinstallation, |
| ·         Speed up laptop, |
| ·         System administration tasks (setup emails, internet and wireless connectivity etc.) |
| ·         General IT User support to ensure that all software and hardware installed are functioning well and as per MI standards, |
| ·         Security and anti-virus updates on all MI laptops, |
| ·         Preventive maintenance of all laptop equipment and peripherals, |
| ·         On-call services for hardware/software problems, |
| ·         Provide the services with all due care, skills and ability, |
| ·         Support the logs department in the procurement of IT equipment and defining specifications. |

Thank you for your cooperation.

Sincerely Yours,

|  |  |  |
| --- | --- | --- |
| [Logo Malteser International](http://www.malteser-international.org/) |  | **South Sudan Coordination Office**  Nermin Silajdzic. Country Logistics & Security Manager – South Sudan Plot No. 445, Block 3, Kololo - US Embassy Road.  Central Equitorial State, Juba. M: +211 (0) 911 746 963 · M: +211 (0) 924 767 949 [nermin.silajdzic@malteser-international.org](mailto:nermin.silajdzic@malteser-international.org) · Skype: nsilajdzic [www.malteser-international.org](http://www.malteser-international.org/) Malteser International Europe/Malteser Hilfsdienst e. V., County Court Cologne, VR 4726 Executive Board: Karl Prinz zu Löwenstein, Dr. Elmar Pankau, Douglas Graf Saurma-Jeltsch, Verena Hölken |
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