

Request for Proposal Kenya IT Support Service February 2019

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0.1	28/08/2018	Alicia Walters	First draft
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1. Introduction

WSUP is a not-for-profit company that helps transform cities to benefit the millions who lack access to water and sanitation. We were created in 2005 as a response to the urban explosion that has left many cities unable to provide basic services, such as access to a toilet or drinking water, to low-income communities. We work alongside local providers, enabling them to develop services, build infrastructure and attract funding so that they can reach low-income communities. To ensure that services can reach as many people as possible, and will exist over the long-term, we have a strong focus on financial viability. This means working with utilities and businesses to build services which generate revenue whilst reaching the most vulnerable urban residents, and advising regulators and governments on how to create an environment which enables businesses to succeed.

We have offices in seven countries in sub-Saharan Africa and Asia. As the urban specialist in water and sanitation, we are committed to sharing evidence and approaches so that our innovations can enable change around the world. Since inception we have helped over 18 million people access better water and sanitation services.

The Secretariat for the organisation is based in London, UK, with programme offices in Bangladesh, Ghana, Kenya, Madagascar, Mozambique and Zambia.

WSUP's hardware and information systems are procured and managed by the Secretariat. Traditionally, this has been supported by a combination of in-house IT support from the Secretariat and local IT providers in each country.

In January 2018 we appointed Technica as our strategic IT supplier to provide a consistent support service to all of our offices. Technica now provide first, second and third line support globally.

However, there is still a need for local IT support providers who can provide support in country on issues that are difficult to manage remotely, for example, local network issues. We are therefore looking for a service provider to work alongside WSUP and Technica in Kenya.

WSUP Kenya has 17 staff across four offices in the country. The main country programme office is in Nairobi and we have project offices in Nakuru, Kisumu and Mombasa.

2. Background

In 2017 WSUP developed a new IT Strategy with four key themes:

- **Consistency of access/ tools/ process** – delivering a consistent experience for WSUP staff and partners; ensuring a universal support experience and shared process and knowledge
- **Accountability** – ensuring clear accountability and responsibility for the information assets owned and used by WSUP
- **Security: integrity/ availability/ confidentiality** – engineered technology which is designed to be secure; integrity in data sharing; predictable availability and confidentiality controls
- **Mobility** – information assets which are shareable and available where and when required, and take account of cross-global connectivity and resources.

As part of the implementation of this strategy, WSUP has appointed a strategic IT supplier who can provide a consistent, quantifiable and budgeted response to WSUP staff.

In order to provide more mobility and access to information assets, WSUP has become a largely Cloud-based organisation, operating on Office 365 and an online document management system called ShareFile.

With regards to the themes of accountability and security, we are in the process of finalising our suite of Information Security and Data Protection Procedures, including Access Control Procedures. All our local IT service providers will be expected to become familiar with these procedures and adhere to them.

3. Services already in place

Our global IT support provider, Technica, has installed and manages remote monitoring software on all WSUP laptops and PCs. This provides Technica with information about the computer and alerts them when something goes wrong. They also manage our anti-virus software which is installed on all our computers.

Technica provide the services below under their global contract with WSUP. These services are therefore **excluded** from this RFP unless explicitly stated.

Remote and telephone support

- Provide telephone assistance in response to telephone or written requests for advice about the diagnosis or correction of problems
- Assist in understanding the operation of IT equipment and its standard features
- Endeavour to provide by telephone advice or a solution to any problem experienced
- In the event of a fault in the IT equipment, endeavour to advise on alternative methods of achieving the desired result
- Assume remote control of workstations to resolve issues or demonstrate fixes and features
- Provide assistance on printer operation and fault diagnosis
- Provide support for network cabling operation and fault diagnosis
- Provide support for connections into the network from remote users (from home, hotels, etc.)

All hardware requests will be handled by the Secretariat.

See Annex 3 for Technica Schedule of Service [need to add].

4. Scope of services requested

The proposal

Suppliers are being asked to provide a proposal to WSUP which covers the following elements:

- A. Hardware maintenance
- B. Hardware support
- C. Local network support
- D. Account management and reporting

A. Hardware maintenance

See Annex 1 for breakdown and location of hardware across four country offices.

Please advise if you are unable to service any of these locations.

Item	No.	Task	Frequency
Computers	17	1. Use of forced air (blowing) to get rid of any loose dust and any particles 2. Clean-up of the keyboard, mouse and monitor	Quarterly (for laptops)
Computer screens	17	1. Use of forced air (blowing) to get rid of any loose dust and any particles	6 monthly
Printers	5	1. Use of forced air (blowing) to get rid of any toner dust and any loose particles 2. Checking general performance of the printer/ scanner 3. Overall clean-up of the printer 4. Oiling and greasing of moving (Mechanical) parts 5. Checking of connectivity	6 monthly

B. Hardware support

Provide onsite engineer(s) for fault diagnosis and resolution for printers and workstations in the event that Technica cannot resolve remotely. In these instances, we would expect the IT service provider in Kenya to liaise with Technica on the problem, advising them on the diagnosis and proposed solution.

Note that WSUP has several laptops leased from Lenovo. As these are under warranty any hardware fixes required should only be handled by WSUP and Lenovo.

C. Local network support

Provide onsite engineer(s) for fault diagnosis, resolution, and installations. This could include:

- Troubleshooting connectivity issues and liaison with WSUP's Internet provider when necessary.

This would be done in conjunction with Technica to ensure the internet and data security meets WSUP's requirements and practices.

D. Account management and reporting

The proposal should include for the following:

- Clear SLAs which show speed of response, speed of resolution and, where required, use of 3rd party escalations
- Regular scheduled reviews at which the service performance can be considered, both in terms of effectiveness and approach
- Regular reporting which show incidents raised, resolution times and which demonstrate SLAs are being met.

5. Pricing

Hardware maintenance

Please provide a separate fixed price quote for hardware maintenance.

Hardware and local network support

Please advise whether this service is best provided through an annual retention fee or based on an agreed hourly rate.

If you would prefer to provide through an annual retention fee, please explain any assumptions you have made to provide the quote, for example, what would constitute reasonable usage.

It is not expected that the service will scale much over 20% in the next year. However, you should clearly detail how scale can be increased/decreased and what the effect of such scaling will have on service costs.

6. Evaluation approach

For elements A-D of the scope of services set out in section 4, we will score the proposal on the following:

1. Skills, experience and capacity to meet our requirements, e.g.
 - a. Experience and qualifications held by your team, and how qualifications are kept up to date

- b. Case studies of similar clients, including approach to setting up a new client and any experience you have of liaising with other IT providers in other locations
 - c. Size of team and how team members allocated to clients
 - d. Review and reporting process
 - e. Whether any third party companies are used to carry out your services.
2. Hours of coverage
 3. Response times, including how you prioritise types of issues
 4. Cost
 5. Client references (see below)

Reference sites

Please provide contact details of two references, for a similar sized organisation as WSUP.

WSUP will wish to contact the references to gain an insight into their experiences with the service.

7. Process

Process Timetable

WSUP has issued this Request for Proposal to Suppliers.	February 8th 2019
A one week period of opportunity for Suppliers to present questions for clarification of the requirements or on a prospective approach or design.	This period ends at 10:00 on 15th February 2019
The prospective Suppliers will prepare a proposal and submit it to WSUP	By 10:00am on 8th March 2019
A two-week period, following submission of proposals, during which WSUP will review the proposals and present any questions to Suppliers	11 th March – 22 nd March 2019
WSUP will select a preferred bidder and notify them of this decision.	25 th March 2019

WSUP will hold a Supplier Day for Suppliers to visit our office in Nairobi if requested.

Confidentiality

If WSUP consider it to be appropriate, or relevant, we will anonymise and share a Supplier's questions, and provided answers, with all the other Suppliers. If a question is considered commercially confidential the Supplier should notify WSUP when submitting it.

Prepare proposal

Proposals should be uploaded to the following link:

[Kenya IT Support Proposals](#)

Supplier selection

WSUP reserves the right to contract for all, or part of the services provided by the Supplier.

WSUP reserves the right to not appoint a Supplier from this process.

Annex 1 Existing hardware and connectivity

Branch office- Nairobi

Office address	Nairobi WSUP Office: The Priory Argwings Kodhek Road P.O. Box 24642 Nairobi 00100
No. of staff	12
Laptops	Lenovo X270 x 9 (leased) Other: 1 x HP ProBook 430 G2 Hewlett-Packard / HP Pavilion Sleekbook 14 x 1 Leased laptops are covered under an extended warranty with Lenovo and are not covered under this contract other than to liaise with UK Support Services/ Lenovo.
PCs	1
Telephones	N/A
Mobile phones	Various models – each maintained under their own warranties
Printers	One black and white – HP Laser jet 400 and a colour printer HP colour laser jet MFP M277n
Internet provider	Internet Solutions
Connectivity/ bandwidth	Download 4.45 Upload 4.41 Download 8.77 Upload 8.96 (varies from day to day)
Server	NONE
Network information	We have a wireless network that is connected via router. We also have a cabled system, but no one uses it. We have one UPS (APC) at the Nairobi office.

Project office - Nakuru

Office address	Nakuru WSUP Project Office: c/o Ministry of Environment, Natural Resources, Energy & Water County Government of Nakuru Opposite K.F.A. on General Kago Road P.O. Box 2870-20100 Nakuru
No. of staff	1
Laptops	Lenovo X270 x 1 (leased) Leased laptops are covered under an extended warranty with Lenovo and are not covered under

	this contract other than to liaise with UK Support Services/ Lenovo.
PCs	None
Telephones	None
Mobile phones	Various
Printers	1
Internet provider	Telkom Kenya
Connectivity/ bandwidth	N/A
Server	NONE
Network information	N/A

Project office – Kisumu

Office address	Kisumu WSUP Project Office: Central Square Building Odinga Odinga Street 2nd Floor
No. of staff	2
Laptops	Lenovo X270 (Leased) Other: HP EliteBook 820 G1 Leased laptops are covered under an extended warranty with Lenovo and are not covered under this contract other than to liaise with UK Support Services/ Lenovo.
PCs	0
Telephones	N/A
Mobile phones	2
Printers	1
Internet provider	Telkom USB Dongle
Connectivity/ bandwidth	N/A
Server	None
Network information	No Firewall No UPS

Project office – Mombasa

Office address	Mombasa WSUP Project Office: Mombasa Water Supply and Sanitation Company Limited Offices Mikindani Street, Off Nkurumah Road Block C, G8
No. of staff	2
Laptops	Lenovo X270 (not leased) Another Win10 laptop (non-wsup) old specs
PCs	0
Telephones	N/A

Mobile phones	N/A
Printers	1
Internet provider	Safaricom USB internet dongle
Connectivity/ bandwidth	N/A
Server	None
Network information	Connect via Safaricom USB internet dongle

Annex 2 Software

All software licences are managed through the Secretariat and supported by Technica.

WSUP globally uses the following software, licences and platforms:

Aspect	Software	Description
Remote monitoring software	N-Able	Managed by Technica to monitor IT estate
Anti-virus	Bit Defender	
Cloud based apps	TeamGantt Zapier Qlik Sense	Supported by app provider and Technica
Office applications	O365 Microsoft Project 2010 Adobe Acrobat X Pro Adobe Acrobat DC Pro Adobe Contribute CS5 Adobe InDesign CS5.5 Photoshop Gantt Project	Supported by software provider and Technica
Strategic apps	ShareFile Podio Mimecast	ShareFile linked to Sapphire Anywhere (Citrix mapping) – only required for Finance staff. Supported by Citrix, Mimecast and Technica.
Finance systems	Sun Accounting iPOS Info Q&A SharePoint (legacy system only, online access in Secretariat only)	Hosted on Sapphire Citrix environment. Access only required. Sapphire Anywhere is a managed service dedicated to these applications only. Supported by Sapphire and Technica.

Annex 3 Technica Schedule of Services

Service Level Agreement

Purpose

This Service Level Agreement (SLA) is between Technica Solutions and Water & Sanitation for the Urban Poor (WSUP) and identifies the service level roles, responsibilities, and objectives Technica Solutions will provide under a support agreement.

Scope of Services

The items covered under a support agreement are included in the attached support schedule. Typically the schedule will include all hardware (workstations, monitors, keyboards, mice, peripherals such as printers), standard software solutions (operating systems, office productivity suites) the server including associated back-up device and the server software, as well as the infrastructure (cabling and switches) used to connect the hardware together. Typical exclusions include proprietary hardware (for example, specialist barcode scanners or hardware designed specifically for a single purpose that includes support from the manufacturer and where that manufacturer would be best placed to offer direct support) and dedicated software where again the developer is best placed to offer direct support.

Hours of Business

Our standard support hours are 9am to 5.30pm, Monday to Friday, excluding Bank Holidays. Extended hours contracts are available by request.

Raising a query

Online – There is a dedicated website for raising support requests at www.tec1.co.uk/support. Support tickets can be raised in this way at any time, 24-7, 365 days of the year, and will be prioritised and dealt with by support staff during working hours.

E-mail – There is a mailbox support@tec1.co.uk which distributes mail to the support team. Mail can be sent at any time and will again be prioritised and dealt with during working hours.

Phone – The support team are available by phone on 020 8236 9160. Calls will generally be answered by first-level team members who have the ability to escalate calls to second level and beyond as required.

Voice Mail – Very rarely calls cannot be answered immediately and a call can be answered by voice mail. Please leave a brief message and a member of the support team will contact you within a few minutes.

Support Service

As per our support agreement and in relation to equipment covered under the support schedule, we will:

Remote, Telephone and Onsite Support

- Provide telephone assistance in response to telephone or written requests for advice about the diagnosis or correction of problems
- Assist you in understanding the operation of IT equipment and its standard features
- Endeavour to provide by telephone advice or a solution to any problem experienced
- In the event of a fault in the IT equipment, endeavour to advise on alternative methods of achieving the desired result
- Assume remote control of your workstations to resolve issues or demonstrate fixes and features
- Provide assistance on printer operation and fault diagnosis
- Provide support for network cabling operation and fault diagnosis
- Provide onsite engineer(s) for fault diagnosis, resolution, upgrades and installations at the hourly call-out rate specified on the support schedule
- Provide support for connections into the network from remote users (from home, hotels etc.)

Priorities and response times

Whether received online via the ticket system, through e-mail or by phone, queries are processed using the following categories for priority, assigned in the following order:

- Panic priority calls – Receive attention within a maximum of ten minutes. An example of a panic call is a server failure, stopping the organisation from working.
- Urgent priority calls – Receive attention within twenty minutes. An urgent call example would be a single user being unable to log-in locally or remotely via VPN.
- High priority calls – Receive attention within thirty minutes. An example of a high priority call would be an application failure on a particular workstation.
- Medium priority calls – Receive attention within one hour. A medium priority example would be a 'How To?' query that the end user does not need resolved immediately.
- Low priority calls – Receive attention within four hours. A low priority example would be requests to add new users to the server who will not be starting for a number of days.

Escalation

To ensure all calls submitted are actively progressed, Technica use the escalation procedures below:

Panic, Urgent and High priority calls

- Escalated to 2nd line support after a maximum of ten minutes
- Escalated to 3rd line support after a maximum of a further ten minutes
- Escalated to support team manager or partner level after a maximum of a further ten minutes

Medium and Low priority calls

- Escalated to 2nd line support after one hour
- Escalated to 3rd line support after a maximum of a further one hour
- Escalated to support team manager or partner level after a maximum of a further one hour

Copies of our Public Liability, Employment Liability and Professional Indemnity certificates are available on request