

## REQUEST FOR QUOTATION (RFQ)

### IT Support Service and Network Attached Storage Server with Backup Media for UN Women China Office

DATE: March 26, 2015

REFERENCE: RFQ-CHN-2015-003

Dear Sir / Madam:

We are seeking a company to provide IT support services, Network Attached Storage and Backup Media for UN Women China Office and kindly request you to submit your quotation as per terms of reference/specifications, detailed in Annex 1 and Annex 2 of this RFQ.

Quotations may be submitted on or before April 3, 2015, Beijing time 17:00 to [procurement.bangkok@unwomen.org](mailto:procurement.bangkok@unwomen.org).

Quotations submitted by email must be limited to a maximum of 10 MB, virus-free and no more than 3 email transmissions. They must be signed and in .pdf format, free from any form of virus or corrupted contents, or the quotations shall be rejected.

It shall remain your responsibility to ensure that your quotation will reach the address above on or before the deadline. Quotations that are received by UN WOMEN after the deadline indicated above, for whatever reason, shall not be considered for evaluation.

Conditions	
Payment Terms	30 days upon invoice
Validity of Quotation	■ 90 DAYS
Preliminary Examination - Completeness of quotation.	■ Partial bids is permitted
Value Added Tax on Price Quotation	Must be exclusive of VAT and other applicable indirect taxes
Contact Person for Inquiries (Written inquiries only)	<a href="mailto:thanapat.kamolweerakochakorn@unwomen.org">thanapat.kamolweerakochakorn@unwomen.org</a> <a href="mailto:jing.xu@unwomen.org">jing.xu@unwomen.org</a>
General Conditions of Contract	For <a href="#">Goods and Services</a>

At any time during the validity of the quotation, no price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by UN WOMEN after it has received the quotation. At the time of award of Contract or Purchase Order,

UN WOMEN reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.

Any Contract or Purchase Order that will be issued as a result of this RFQ shall be subject to the General Conditions attached hereto. The mere act of submission of a quotation implies that the vendor accepts without question the General Conditions of UN WOMEN herein attached.

The UN Women has set out a vendor protest procedure intended to afford an opportunity to appeal to persons or firms not awarded a purchase order or contract in a competitive procurement process. **It is not available to non-responsive or non-timely proposers/bidders or when all proposals/bids are rejected.** In the event that you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link: <http://www.unwomen.org/en/about-us/procurement/vendor-protest-procedure>

Thank you and we look forward to receiving your quotation.

Sincerely yours,

***Procurement Unit***  
UN Women Regional  
Office for Asia and the Pacific

## **Annex 1: Terms of Reference**

### **Provision of IT personnel and support services for UN Women China Office**

#### **Deliverables:**

- Monthly IT Activity Report of UN Women China Office
- Timely and effective IT personnel and support services, troubles-shooting and maintenance services for UN Women China Office

#### **Activities:**

##### **1. Daily service:**

- Ensure all the UN Women China's servers are connected to UN Women China Office's local network and the service is ready to use;
- Ensure all the UN Women China Office's servers in good condition;
- Ensure the internet connectivity is up and ready for UN Women users access to internet;
- Check UN Women computer/laptop or server on antivirus log and remove viruses or malware if found;
- Make sure that the network printers are accessible from the workstations.
- Successfully backup data on the backup media.

##### **2. Trouble-shooting:**

- Provide on-site software and hardware (including IP Phone and printers) trouble-shooting, existing software upgrade and new software installation when Client's required. Be responsible for reinstalling software in case of broken-down. Do not setup software without license unless required by Client. Clean virus for Client monthly and/or on Client's request;
- Restore the server operating system and configuration, restore data from backup tape, In case of emergency.
- Check and keep the software and hardware of network system in working order (include server and workstation), solve the problem from any emergency condition of Client. In case of emergency, response to Client's call within 2 working hours.

##### **3. Maintenance:**

- Update patch files for the Server, Computer, laptop, printer, network equipment;
- Check Client's system twice a month if it is necessary, check Client's system at least once a month. The check work includes network, hardware, software, backup, and anti-virus upgrade.
- Provide a pro-active approach to protect the network from risks such as unauthorized access of the network or sensitive data and information;
- Provide information on IT inventory to the Client to enable them to perform better systems planning and decision-making;

#### **Personnel/Qualifications**

- Legally registered organization, Business Company with requisite experience and background
- Minimum 5 years of experience in providing IT support services (software and hardware, networks services)

- Experience in providing IT support services for multi-national organizations, inter-government organizations, business companies, and the United Nations Agencies is an advantage
- The company must have IT support personnel with the following qualifications:
  - University degree or diploma in Information Technology, Computer Sciences, Engineering or any other related fields
  - Minimum of two years working experience as IT support staff
  - Hands-on experience in trouble-shooting, networking, hardware and software maintenance
  - Knowledge of customer service principles and practices
  - Knowledge of computers, basic programming and relevant software applications
  - Previous working experience in or with UN/NGO is an asset
  - Good command of English, both written and spoken
  - Able to work under challenging circumstances with minimum supervision

### **Roles and responsibilities of the parties**

UN Women will provide a desk in UN Women China Office. The Supplier shall be required to bring his/her own laptop while working at UN Women China Office.

Working hours of the IT support personnel:

- 9:00 am to 5:00 pm;
- Monday to Friday; (IT support personnel is required to stand by at UN Women China Office on every Monday)
- The IT support personnel should be available for contact via mobile and email;

### **Timeframe and location**

- Total duration of the contract: 1 Year
- The Monthly IT Activity Report of UN Women China Office shall be submitted by the end of each month
- Service Site: Service Address: 2-8-2 Tayuan Diplomatic Office Building•14 Liangmahe Nanlu, Chaoyang District, Beijing

### **Communication and reporting obligations**

The Company should provide the Country Programme Manager, UN Women China Office a Monthly Activity Report by the end of each month. The reports may cover such aspects as progress made in the provision of the Services, identification of unforeseen issues or areas of concern, delays in the provision of the Services, causes of such delays and proposed measures to correct such causes.

## Annex 2: Specifications

### Network Attached Storage Server with Backup Media

No.	Equipment type	Minimum Specification	Quantity
1.	Network Attached Storage - Number of user: 10 -20.	NAS: <ul style="list-style-type: none"> <li>- Capacity: 2 TB;</li> <li>- Harddisk configuration: RAID 10;</li> <li>- CPU clock speed: Dual Core 800 Ghz;</li> <li>- RAM: 1 GB;</li> <li>- Support SMB/CIFS;</li> <li>- FTP/sFTP(optional)</li> <li>- User Security: Username and password credential and control folder and file level access;</li> <li>- Antivirus Support;</li> <li>- Warranty: 3 years;</li> <li>- Web management interface: HTTPS;</li> <li>- USB 3.0: 1 port;</li> <li>- Backup feature: Backup to USB, Encrypted backup file;</li> <li>- Audit trail log.</li> </ul>	1 unit
2.	Backup Media	Backup device: <ul style="list-style-type: none"> <li>- External Harddisk: 2 TB;</li> <li>- 5400 rpm;</li> <li>- Quantity(s): 21 (GFS backup scheme);</li> <li>- USB 3.0;</li> <li>- Warranty 2 years.</li> </ul>	21 set
3.	Network Attached Storage and Backup Configuration Service	<ul style="list-style-type: none"> <li>- Installation Service:               <ul style="list-style-type: none"> <li>o To setup and install Network Attached Storage at UN Women China Office;</li> </ul> </li> <li>- Data migration Service:               <ul style="list-style-type: none"> <li>o To complete task of migration from current server to Network Attached Storage</li> </ul> </li> <li>- Backup Management Service:               <ul style="list-style-type: none"> <li>o To setup schedule on Network Attached Storage to backup data on Backup Media</li> </ul> </li> <li>- Instruction guidance and report:               <ul style="list-style-type: none"> <li>o Provide UN Women China Office a Network Attached Storage configuration report: Server and User;</li> <li>o Provide UN Women China Office a User Manual for Network Attached Storage user management;</li> <li>o Train UN Women staff for manage user and manage Backup.</li> </ul> </li> </ul>	1 job