



CLIENT :

The French School Society ("the French School")
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The President of the Board Committee

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**TENDER FOR ICT MAINTENANCE AND SUPPORT 2024
FOR ARTHUR / FLORENCE CAMPUSES**

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GENERAL INFORMATION

Contextual Information

The French International School, also known as Lycée International Français has both its campuses located on Mawenzi Road Masaki, Plot 282 Campus Arthur RIMBAUD and 280, Florence ARTHAUD.



Its facilities bring together more than 500 students from kindergarten to secondary for the 2023/2024 school year.

The existing managed service contract will cease on 31 December 2023.

Project Title

ICT Maintenance and Support 2024. This should be used on all tender submissions.

Project Brief

To provide The French International School with outstanding ICT resources, dedicated service and support, working in collaboration with the Senior Leadership Team to support the strategic aims of the organisation.

The start date of the contract will be in 01 January, 2024 to allow successful handover transition arrangements to commence and be successfully managed.

Tender Submissions

Submissions should be made in writing or by email by **Sunday 10th December 2023** as follows:

By physical delivery - Mawenzi Road, Masaki, Plot 282, Dar es Salaam, Tanzania

By email to caroline.martias@frenchschooltanzania.org. The subject heading should state ICT Tender Submission 2024.

The successful provider will be contacted after this date to arrange a formal meeting at The French International School.

SPECIFICATION

Introduction

The French International School seeks to the need for a service provider to Support and Maintain its ICT resources whilst seeking exceptional service in the form of a new IT Services contract which offers a secure, cost effective, reliable and robust solution.

The French International School currently has a service contract in place for management of IT Services which expires on 31 December 2023. We are therefore seeking to obtain a suitably qualified and experienced provider to continue service delivery and work in partnership with school to inform and underpin the strategic and operational ICT needs of the school.

Requirements

The French International School are seeking a service provider who can deliver, as a minimum, the following services:

1. Supply of Hardware, Software and Licensing
2. Provision of Support and Maintenance with on-site technical support
3. Provision of Ad-hoc Specialist Technical Advice
4. Customer Relationship and Account Management

SUPPLY OF HARDWARE, SOFTWARE AND LICENCES

The French International School will look to purchase equipment, software and licences required during the term of the contract to support the delivery of the IT in school and to assist in the ongoing development and enhancement of the network infrastructure.

Whilst quotes can be sought from the supplier, there is no guarantee that they may be purchased from the supplier if the quote does not offer best value. The new equipment would, however, be serviced and maintained with the IT Services contract despite its purchase source.

We require the Supplier to provide the following:

- All quotations to be presented showing the purchase costs, annual maintenance costs, delivery costs if applicable, and any manufacturer's warranties. A variety of maintenance terms must be offered, for example one, three and five years, to enable The French International School to obtain the best price as well as work towards a coterminous provision of services.
- Options to secure enhanced financial leasing terms if required.
- The quotations should remain valid for a period of at least 30 days.
- Liaison with school leaders to ensure all hardware, software and licenses provided through the contract are compatible with the existing data network infrastructure and as such adhere to the school's data network design and relevant security requirements.
- The ability for the Supplier to order direct from the manufacturer or from distribution for faster delivery times.
- All equipment supplied must be intended by the manufacturer for use in Tanzania.
- All equipment supplied must be new and not second hand or refurbished, unless specified otherwise by the school.
- Provision of a monthly report listing the equipment ordered in the previous month showing the maintenance costs and level of cover being provided.
- The ability to supply and support a wide range of best of breed networking hardware, software and other related products that will be used to extend or enhance the IT infrastructure.
- An appropriate level of manufacturer's accreditation for any products supplied and / or supported.
- In the final year of the contract IT Services require the support arrangements to be aligned and coterminous with the end date of this contract.
- Access to E-safety software displaying an acceptable use policy, providing active monitoring of all devices and applications to safeguard pupils and employees.
- Business continuity measures providing remote asset management, equipment audits, system 'health checking', anti-virus monitoring and an off-site encrypted cloud-based back-up solution to underpin a comprehensive disaster preparation strategy safeguarding the school against any unforeseen event.
- Testing and installation of IT equipment, ensuring that new equipment will integrate alongside existing infrastructure components.
- An equipment disposal service to ensure compliance with General Data Protection Regulation.
- A coordination and liaison role to support the school when it requires third party contractors for outsourced work to ensure compliance with health and safety legislation and working practices e.g., risk assessments and method statements.
- An internet filtering service provided by a firewall that can be customised to The French International School's specific requirements.
- An up-to-date anti-virus, anti-spyware and intrusion prevention filter to ensure a safe browsing experience.
- Management of the on-site and offsite backup of critical data, including Virtual Machines, Shared Folders and any other critical data.

PROVISION OF SUPPORT AND MAINTENANCE

The French International School requires a dedicated support and maintenance service. The Supplier must provide support on all current IT equipment and any additional equipment purchased throughout the life of the contract (even if the purchase source of new equipment is not from that of the IT Services supplier).

The successful supplier is required to operate a Service Desk that will provide the following:

- A unique support reference number for all incidents that are logged.
- Monthly incident reports for tickets logged.
- A support telephone number and e-mail address
- A Service Desk web portal with facilities that allow multiple users to:
 - Log support incidents.
 - Track progress of support incidents.
 - Review the history of incidents made.
 - Provide customer updates to support incidents.
 - Manage IT Services user accounts e.g. Add, Modify, Remove.

Incident Priority - Response and Fix Times

Incidents are to be prioritized according to the type of incident to provide the school with assurance of response and fix times. If an incident severely impacts on service delivery, it is expected that first response would be initiated within two hours, and resolution within one working day. **Companies wishing to tender are requested to provide their priority levels of response and fix times as part of their submission.**

If it's necessary for an engineer to visit site to undertake any works on equipment, they must be appropriately qualified with the manufacturer of that equipment.

The Supplier must have an arrangement in place whereby any faults or problems that cannot be resolved or fixed by the Supplier, having been through the Supplier's escalation process are then forwarded to the manufacturer for resolution.

The school requires the supplier to provide onsite support during the school day, after school timetabled events and agreed school holiday periods.

It is a requirement to deploy Android security for student tabs. A student must be allowed to use the tab only for educational purposes. **Companies wishing to tender are requested to provide their recommendation as to how this would work best for the school as part of their submission.**

The goods listed below represent the current online ICT equipment in environment:

Item	Quantity
Servers	1
Server UPS 3kVA	1
Network Switches (LAN)	14
Network Switches (Camera LAN)	9
Computers: Desktop/Laptops/AiO	51
PA System (Controllers)	5
PA System (Speakers)	86
CCTV	90
Apple iPad's	6
A3 High Volume Printers	2
InkJet Printers	2
MFP Printers	1
Projectors	33

Regular tasks

Other ICT related tasks may include but are not limited to:

- OS Installation / Reimaging when required by ICT Manager.
- Software installations as required by ICT Manager.
- Projector installations and maintenance as required.
- Projector / Computer Relocation.
- Windows updates and patching.
- Safely secure desktop wires in classrooms with cable ties.
- Configuration of O365 client software.
- Quarterly PM – Dust blowing of computers and network equipment.
- Troubleshoot and revive PA system at Florence building.
- UPS Troubleshooting and to ensure backup power is always available.
- Monthly vulnerability reports.

Transition Arrangements

On commencement of the contract, the supplier will work closely with the school and the existing provider to ensure an effective contract take over with minimum service disruption. The supplier will provide the school with a detailed mobilisation plan to ensure specific timescales are met.

AD-HOC SPECIALIST TECHNICAL ADVICE

The requirement is for staff to have direct access, primarily via email or telephone or

occasionally via on-site meetings, to specialist, dedicated, '3rd-line' resources, or the manufacturers/vendors. The type of advice will vary according to each situation, but typical scenarios are likely to include;

- Pre-sales advice on particular products or solutions
- Post-sales advice on the configuration of a hardware or software product
- Technical advice on the use or configuration of network management tools
- Regular briefings on the latest technology, features and product roadmaps of key manufacturers
- Training on specific equipment or legislation if required by the school.

It is possible that following the award of the contract the supplier may be asked to provide advice and guidance to help develop a 3-5 year strategy for the future development of the schools infrastructure.

CUSTOMER RELATIONSHIP MANAGEMENT

Consistent account and service delivery management is required to ensure the successful delivery of all services procured through this contract, and to assist The French International School in the continued strategic development of the network. These services must include a single point of contact for all:

- Financial account management queries
- Service development queries
- Support queries
- Monthly reviews of contractual activities

The supplier may on occasions be required to liaise with third party contractors, for example the school's photocopier supplier who may require access to the schools' network. **The French International School would like to develop a positive working relationship with the chosen supplier.**

Escalation Procedure

The French International School requires a documented escalation procedure for all areas of the contract within three months following award of contract to assist in dispute resolution.

The procedures at a minimum should include:

- Different levels of personnel in increasing seniority within the organisation that can deal with a dispute.
- Defined periods when there is a step up to the next level of the escalation procedure.
- Contact details of the personnel involved at different levels of the escalation process.

Renewal Period

This contract will begin on 1st January 2024 and automatically be renewed after the end date of 31 December 2024 and each year thereafter, unless notification of withdrawal is received in line with the notification of withdrawal procedures.

Withdrawal Strategy

The French International School requires a withdrawal procedure to be put in place that will be jointly developed between the Supplier and The French International School **three** months prior of the end of the term of the contract, including any extension periods. Notification of withdrawal from either party should be made in writing. The withdrawal strategy should include sufficiently detailed transition arrangements so as to ensure the continuous provision of the service at the end of the contract. The exit strategy should include but not be limited to, handover timescales, outstanding invoices, the process for dealing with open support calls on the day of transfer etc.