



UNAIDS Brasil

Terms of Reference

Project: IT Support for UNAIDS Brazil

Background: UNAIDS office in Brasilia is located in a building independent from UNDP. Therefore, the office cannot depend on the co-sponsors for required technical IT support for their day to day functioning.

The office is operating with core network devices (Juniper Firewall, Cisco switch, Polycom VC, Riverbed WAN Accelerator, and Cisco IP phones) and a Netgear NAS appliance that provides network shares, data redundancy, and weekly and monthly backups of all user's data.

Objectives: The purpose of this TOR is specifically:

- To recruit a company or individual to provide essential day to day IT support for the UNAIDS Office in Brasilia, Brazil.
- The required services will be performed at UNAIDS premises.

Products:

The company or individual is expected to support the UNAIDS office in performing the following tasks:

- Twelve hours per week of on-site IT service during working hours from 8am to 5pm;
- Provide general IT support to the users mainly in Windows 7 and Microsoft Office 2010 applications; InDesign and other design applications; DreamWeaver, Skype, Webex and other softwares;
- Proactively ensure that all workstations and laptops are maintained and have the latest security patch installed and antivirus and antispyware up to date;
- Setup and configure of new computers, laptops, printers, scanners and any other office equipment;
- Installation of UNAIDS standard software image on new computers and laptops;

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- Re-imaging of computers and laptops with UNAIDS standard image when needed;
- Ensure that work documents backups are done monthly for all computers and laptops in the office for off-site storage. Provide the backups in DVD format. Restore data to computers and laptops upon user's requests;
- Create and maintain user accounts and shared drives in the Windows Server. Make daily and monthly backups of Windows Server in NAS server and store off-site (External HD);
- Assist the office in liaising with local vendors regarding technical matters;
- Carry out preventive maintenance on computers, printers, and laptops (i.e. cleaning the keyboard, cleaning the computers inside from dust, cleaning the printer, replacing printer toners, etc.);
- Provide support to the development and maintenance of UNAIDS Brazil portal and additional hotspots (i.e. www.unaids.org.br; www.protejaogol.org.br; www.zerodiscriminacao.org.br);
- Maintain stocks of toners and equipment;
- Update contact list as required;
- Provide IT briefings and training in one to one or in groups of people, as required;
- Help in the proper operation of the Polycom Videoconference system. Troubleshoot issues with the VC system as needed;
- Provide support and advice on telephone systems and the interaction with the main systems in UNDP;
- Provide emergency support in case of blackouts, system outages and problems related to extreme weather conditions (e.g. heavy rain).

Profile of the Company or individual required:

- Extended knowledge of Microsoft Operating system;
- Thorough practical knowledge in networking, PC repair, Printer repair, and good engineering skills;
- Demonstrated ability to work with users of different backgrounds;
- Knowledge of best practices and standards of UNAIDS IT requirements.

Selection Criteria:

- Ability of company or individual involved to meet UNAIDS' requirements in terms of knowledge, experience and certifications;
- Field technicians must be able to communicate in Portuguese;
- Response time and quality delivery in provided services;

- Resident in Brasilia or DF region;
- Price.

Time Frame: 1st February 2016 until 1st August 2016.

Supervision: The service provider will work in close collaboration with the UNAIDS Country Director in Brazil, Georgiana Braga Orillard.

Payment: The payments will be processed on a monthly basis upon satisfactory completion of service and invoice presentation.