**Qualifying a contractor for implement information technology and communication infrastructure**

Plan International Sudan, the Nile Tower, Fourth Floor. Block 10, Building #20, Street 63, Alimtedad, East Khartoum PO Box 528, SUDAN (hereinafter referred to as “Plan International Sudan”) seeking to sign contractor with qualifying ICT companies to implement information technology and communication infrastructure in accordance to the specifications in the ICT service TOR including all related services required to support the delivery of the service / goods as below:

1. **Networking**
2. Indexing the ports in/outlets in the saver room, keep ICT equipment, storage area and work area clean and organized including other accessories.
3. Maintain office servers and all LAN/WAN equipment, periodically updating configurations.
4. Troubleshoot and monitor network problems.
5. Notify Plan in writing within a maximum of 2 days in case it is unable to respect a contractual stipulation for Plan office(s), indicating reasons.
6. Ensure that faulty machines under warranty are delivered to and picked from the warranty Centre after repair work is done.
7. Report significant and recurring issues
8. Resolve technical problems with Local Area Networks (LAN),Wi-Fi, Wide Area Networks (WAN), and other systems
9. Pay site visits to PLAN Offices upon need to assess the status of network/LAN, fix any arising incidents, and provide reports thereof.
10. **Hardware and Software**
11. Repairing and replacing equipment as necessary
12. Testing new technology
13. Monitor and respond quickly and effectively to requests received through the IT
14. Maintain the performance of network equipment’s.
15. Generate specifications for parts (cables, switches, access points, ETC etc...).
16. **IT Security (Information, Hardware, Security cameras etc.)**

Based on PLAN IT Operation Management Standards.

1. Protects network by defining access privileges, control structures, and resources.
2. Ensure safety and security of all computerized data, information, files and documents.
3. Recognizes problems by identifying abnormalities; reporting violations.
4. Implements security improvements by assessing current situation; evaluating trends; anticipating requirements.
5. Keeps PLAN informed by preparing performance reports;
6. Maintains quality service by following organization standards.
7. Install security cameras (Software and Hardware)

**Generate specifications for parts in accordance with the specifications agreed upon with the Plan...**

**Taking full legal responsibility for the quality, soundness, & safety of all items & works carried out for this agreement for the entire guarantee period specified in Sudanese laws.**

**Carrying out all works within a maximum of agreed period, counted from the day of the signing of the agreement.**