June 16, 2020

Request for Quotation (Reference number: BCRC#_2020_003)
Information Technology Services Consultant

BACKGROUND

The Basel Convention Regional Centre for Training and Technology Transfer for the Caribbean Region (BCRC-Caribbean) is one of fourteen (14) regional Centres worldwide that form part of a network of operational institutions created by the United Nations Environment Programme (UNEP) to assist countries to implement and comply with various Multilateral Environmental Agreements (MEAs) and Treaties that were developed to ensure a global approach to the environmentally sound management of wastes and chemicals. These fourteen (14) regional Centres were established under the Basel Convention for the Control of Transboundary Movement of Hazardous Wastes and their Disposal (Basel Convention).

As the only sub-regional Centre, the BCRC-Caribbean is mandated to assist its fourteen (14) contracting member states in the Caribbean in their implementation and compliance with the obligations of the conventions on wastes and chemicals management. These contracting member states include: Antigua and Barbuda, the Commonwealth of the Bahamas, Barbados, Belize, the Republic of Cuba, the Commonwealth of Dominica, the Dominican Republic, the Republic of Guyana, Jamaica, the Federation of Saint Kitts and Nevis, Saint Lucia, Saint Vincent and the Grenadines, the Republic of Suriname and the Republic of Trinidad and Tobago. Services are also provided to Grenada and Haiti as Observers to the MEAs.

The BCRC-Caribbean is a small organisation, currently hosted by the Government of Trinidad and Tobago, with twelve (12) staff members. Our core daily functions include training, technology transfer, information dissemination, awareness raising and consulting through our project development and implementation. Our website: www.bcrc-caribbean.org (which is being updated at present), serves as our main platform for public communication, while internally, our information and communication technology needs are met using a "hybrid" system with on-premise server and MS 365 Business Premium platform.

Parties consenting to be served by the Centre:

Antigua & Barbuda   Commonwealth of the Bahamas   Barbados   Belize   The Republic of Cuba   The Commonwealth of Dominica   The Dominican Republic
The Republic of Guyana   Jamaica   The Federation of Saint Kitts and Nevis   Saint Lucia   Saint Vincent and the Grenadines   Suriname   The Republic of Trinidad and Tobago

DESCRIPTION OF REQUIRED SERVICES

The Basel Convention Regional Centre for Training and Technology Transfer for the Caribbean Region is seeking to recruit on retainer, an individual, consortium or firm to provide IT support services to the BCRC -Caribbean. The Centre currently operates using MS365 Business Premium and has a hybrid IT system (MS 365 cloud services and on-site server running Windows 2012 standard). Our network consists of wired LAN infrastructure and a Cisco SG 24 port ethernet switch. The detailed tasks include:

1. Ensure safety and security of all computerized data, information, files and documents
2. Ensure internet availability and reliability, working with ISP to make sure that Internet services are working well and properly managed.
3. Indexing the ports in/outlets in the server room and maintain the records.
4. Administer and maintain office servers (Mail, Active Directory, and others) and all LAN/WAN equipment, periodically updating software and configurations as well as the copies of the systems and databases.
5. Ensure full operation of network utility procedure (Active Directory Administration) & security attributes, establishing directories, drive-mapping, configuring network printer & providing user access.
6. Train staff, when necessary, on the use of the office intranet, network sharing and help them to archive official documents/emails, and support in the implementation of the electronic archive of all documents.
7. Troubleshoot and monitor network problems: File Server Traffic, usage and performance, network security access and space usage. Follow up with staff for corrective measures.
8. Provide trouble shooting and ad-hoc technical assistance to users in a timely manner and facilitate both on-site and remote assistance, as the situation determines.
9. Administration of antivirus server: Virus detection, removal and prevention for all systems. Ensure periodic anti-virus update anti-virus protection and other required software for the information system.
10. Evaluate existing IT infrastructure for efficiency and recommend and oversee upgrades where necessary.
11. Evaluate and recommend purchase of IT equipment and/or software, when necessary. Assist with installation of any such new equipment and/or software.
12. Facilitate periodic training and refresher courses on MS 365 applications
13. Facilitate tenant management of staff including but not limited to: adding and deleting users to the organization; backing up the previous and current employees data (emails, OneDrive etc); and password resets.
14. Coordinate with other ICT related personnel such as Printer support, Broadband support.
15. Development of the IT Policy best practices and risk management
16. Provide brief reports on tasks completed on an as needed basis

QUALIFICATIONS/KNOWLEDGE

1. A BSc degree in Information Technology or Computer Sciences, Engineering or any other related fields or the equivalent certifications
2. At least 5 years' experience in trouble shooting, networking, hardware and software maintenance in an organizational setting
3. Relevant certification in MS365 and CISCO networking and experience in training for MS365 users would be considered an asset
4. Hands on experience in trouble shooting, networking, programming and relevant software applications including working knowledge of hybrid systems
5. Able to work with minimum supervision

The quotation must be in the format of unit price as a daily, monthly or annual rate in Trinidad and Tobago Dollars based on the approach to the Terms of Reference.

Submission of quotes and proposal must be accompanied by evidence of competency to undertake the work. This should include the CV of the key person(s), list of previous similar work and other documents you deem necessary.

Interested candidates are invited to apply by submitting a detailed proposal via email to:

Ms. Jewel Batchasingh Director (Ag.) Basel Convention Regional Centre for Training and Technology Transfer for the Caribbean	#8 Alexandra Street, St. Clair, Port-of-Spain, Trinidad and Tobago. Email: jewel.batchasingh@bcrc-caribbean.org and CC. info@bcrc-caribbean.org

The deadline for the submission of proposals is 11.59pm (Trinidad and Tobago, GMT 4) on **June 29, 2020.**

QUERIES

Interested individual candidates may submit all queries via email to:

  Ms. Maurissa Charles (maurissa.charles@bcrc-caribbean.org) or

  Ms. Analissa Rasheed (analissa.rasheed@bcrc-caribbean.org)