

### Terms of Reference for hiring of an IT Agency

The SAARC Development Secretariat is seeking an experienced and motivated IT agency, having an office in Thimphu, Bhutan, to hire its services for six months. The Agency will be responsible for providing technical support and maintaining the technology infrastructure of the SDF Secretariat.

#### **Responsibilities:**

- Provide technical support and assistance to staff members with various technical issues, including hardware, software, network connectivity, and other IT-related problems.
- Operation and Maintenance of SDF Website/ Website Support as and when needed.
- Install, configure, and maintain hardware and software systems, including servers, workstations, laptops, printers, and other peripherals.
- Troubleshoot issues related to operating systems, applications, and network connectivity.
- Ensure the security and integrity of our data and systems through the implementation of appropriate security measures, such as firewalls, encryption, and access controls.
- Configure and maintain email and collaboration tools such as Microsoft Office 365 or G Suite.
- Develop and maintain documentation related to policies, procedures, and systems configurations.
- Assist with the planning and implementation of technology projects and upgrades.
- Stay current with technology trends and developments to identify opportunities for improvement.
- Provide training and support to staff on various technology systems and tools.
- Operation and maintenance of CCTV system already installed.

#### **Eligibility:**

- The bidding IT agency should have experience of more than 10 years in IT-related services. They should submit valid trade licenses, tax certificates, certificates of incorporation and also submit work experience certificates and other related documents to prove their competence.
- The bidding IT agency should also have CCNA-certified engineers with a minimum of 10 years of work experience. Further, the agency should have technicians having minimum of 5 years of work experience to maintain and operate already installed CCTV systems in the SDF premises.



**Qualifications:**

- Experience in troubleshooting technical issues with hardware, software, and network connectivity.
- Knowledge of Microsoft Windows OS, OSX, Active Directory, MS Office Suite, cloud-based collaboration tools, and basic networking concepts.
- Strong organization, time management, communication, and problem-solving skills.
- Ability to work in a fast-paced environment with changing priorities and minimal supervision.
- A customer-focused attitude and a commitment to resolving technical problems efficiently and effectively.

.....

All qualified licensed IT firms/agencies are requested to submit their proposals in a sealed envelope at the address mentioned below by the close of business (before 1630 hours) on 30th June 2023.

Administration Department,  
SAARC Development Fund,  
3<sup>rd</sup> Floor BDBL Building, Chubachu, Thimphu Bhutan

For further details, please contact SDF on +975-2- 321152-53/ email: [admin@sdfsec.org](mailto:admin@sdfsec.org)

For complete Terms of Reference, please visit our website [www.sdfsec.org](http://www.sdfsec.org)