



*Transforming Lives Through Agribusiness*

## REQUEST FOR EXPRESSION OF INTEREST

### 1) The Assignment:

To provide IT services which will include

- a) IT support services
- b) Managing KT website
- c) Managing KT hosted web systems
- d) Hosting
- e) Backup of all websystems
- f) Managing the Security of all KT IT systems
- g) Basic IT training for staff

### 2) About Kilimo Trust:

Kilimo Trust (KT) is an independent regional agricultural development organization - working on agriculture for development across the EAC Region. It is headquartered in Uganda, and has offices in Nakuru Kenya, Kigali - Rwanda and Mbeya - Tanzania.

Kilimo Trust implements projects across all EAC Partner States. The core business of KT is to support the transformation of food and nutrition security in the EAC Region away from high-risk subsistence farming into lower risk trade-based systems.

### 3) About the Assignment:

The Firm will be required to provide support in the following areas.

- a) IT Support Services provide.
  - i) Routine Hard & Software Maintenance
  - ii) Bi- Weekly Desktop Support
  - iii) Network management (LAN and WAN)
  - iv) Technical Guidance to the Kilimo Trust Administration Team during the procurement of IT Equipment
  - v) Checking all procured IT Equipment and confirm that they meet all the specs as per the Specifications shared during the sourcing process
  - vi) Installation of all required software for the new IT Equipment
  - vii) Offsite Desktop Support (on call)
  - viii) Quarterly service reports by 15<sup>th</sup> following end of each quarter.
- b) Management of the website
  - i) Hosting the Website
  - ii) Updating and uploading information on the website each week.
  - iii) Renewing the domain registration
  - iv) Perform search engine optimization for the website
  - v) Align the website with emerging web technologies
- c) Management of KT Hosted Web Systems
  - i) Setting Up and Maintaining the KT Web Servers
  - ii) Troubleshoot and fix Webserver issues

- d) Quarterly Backup of all Web systems  
Perform restoration of backed up information at least twice every six months to confirm that backups are working.
  - e) Management of the O365 Platform
  - f) Ensuring KT is compliant with the Information Technology and Communication laws of the Countries where we have operations
  - g) Odoo System
    - i) Hosting it
    - ii) Updating, customizing the Odoo system
    - iii) Training staff on the system
    - iv) Trouble shooting and ensuring zero down time.
  - h) Managing the IT Security for Kilimo Trust
  - i) Supporting Kilimo Trust IT innovations
- 4) Requirements:
- i) Interested vendors must possess relevant experience of over Eight Years of managing similar services
  - ii) Excellent technical expertise of the team
  - iii) Proven excellent customer services
  - iv) Experience in offering IT support to a regional organisation
  - v) Very innovative and with any the necessary infrastructure in place
  - vi) Kilimo trust will visit the Short-listed vendors area of operation
  - vii) The successful provider must have a physical presence, including availability of technical support, in Kampala.
- 5) Mode of Application:

All Interested Vendors must submit online via email to [recruitment@kilimotrust.org](mailto:recruitment@kilimotrust.org) their Expression of Interest (Eoi), Financial Proposal, two reference letters from their clients, Copy of the Trading License, and a Valid URA Tax clearance certificate and Company Profile by the 31<sup>st</sup> March 2023 before 3:00pm.

The Prospective vendor MUST clearly indicate in the Email subject Provision of Information Technology Services to Kilimo Trust - Kampala Head Office

## Current Technical Environment:

### · Current Hardware

- o 1x office copier
- o 1x Mikrotik internet gateway/firewall
- o 6x Eugenius Wi-Fi Access Points
- o 3x D-Link network switches
- o 2x desk printers
- o 2x windows tower servers
- o 1x Voice PABX -
- o CAT6 network cabling infrastructure

### · Software Systems

- o Microsoft 365
  - SharePoint Online/ OneDrive
  - Exchange Online
- o Adobe Acrobat

### · Connectivity

- o Fiber/Satellite/Radio dedicated Internet through mikrotik internet gateway - using airtel fibre connection

### · Applications

- o Odoo
- o HR System
- o MEL System

### · Antivirus and Remote Support Software

- o Microsoft Defender Antivirus
- o ZOOM
- o MS Teams

### · Workstations and other Devices

- o Laptops (hp, MacBook and Lenovo)
- o 4x iPad
- o 50x desk phones - phones being used all over the Kilimo office

- android tablets

- GPS systems used in the field

## NOTE:

### Service Requirements

As part of this RFI, Kilimo Trust has requirements for the following services. We realize that not every SP will be able to provide all the services listed below, but we encourage you to respond regardless and identify services you are able to provide. Please note this list was created to capture all service capability in a desired SP—some services are performed infrequently (e.g., computer and device deployment may or may not come up each year) while others more so (e.g., tech support for staff is based on need and historically occurs after every 2 weeks).

- Basic training - SP shall provide Kilimo Trust staff basic training in use of IT equipment and how to practice safe IT behaviors to avoid breach of security and Kilimo Trust data.
- Troubleshooting and Tech Support for Staff - The SP should offer superior troubleshooting and tech support to staff with timely response to inquiries related to any technology in use by staff (e.g., computers, network printers, scanners, cell phones, etc.).
- Manage Microsoft 365: SP must serve as administrator for Kilimo Trust's Microsoft 365 tenant, manage SharePoint, manage Exchange Online, create and delete employee accounts, manage multi-factor authentication (MFA) for employees, and adjust settings in Microsoft 365 admin consoles to improve security where possible and/or when necessary.
- Server & Network System Troubleshooting and Response - The SP must provide monitoring support, troubleshooting and response for Kilimo Trust's server & network system with proactive and quick responses based on the severity of any unscheduled outages.
- Patch Management Services & Preventative Maintenance - The SP must provide management of critical security and system patches to all network devices and/or servers and systems on the network to ensure Kilimo Trust's IT systems and resources are properly managed and maintained.
- Procurement Assistance - The SP must assist with the selection of appropriate equipment and sourcing and ordering of replacement parts, in collaboration with Kilimo Trust staff.
- Computer and/or Device Deployment - Set-up new equipment for staff and/or prepare equipment for new staff including installing and configuring operating systems, installing software, joining computers to Azure Active Directory, syncing SharePoint and OneDrive libraries and setting up systems for employee use and other tasks associated with new device set up across a variety of equipment (e.g., printers, monitors, cell phones, etc.) as necessary.
- Device Repair - SP must work with hardware vendors when necessary to set up repairs and/or provide low-level damage assessments and repairs (e.g., replacing batteries, replacing keyboard, etc.).
- Website Management: Manage the [www.kilimotrust.org](http://www.kilimotrust.org) website in collaboration with Kilimo Trust staff.
- Printers, Copiers and Scanners -The SP must be able to support existing printers, copiers and scanner related network-printing issues.
- Disposal of Hardware Units - The SP should support the development and implementation of processes for end-of-life asset decommissioning/disposal in collaboration with Kilimo Trust and in accordance with Kilimo Trust's policies and procedural requirements.
- Technology and Security Strategy Planning - The SP must advise current staff about data security policies and concerns and determine appropriate methods for storing sensitive client

information. SP must advise on data security agreements, attestations, and system changes to meet national requirements/guidelines, as necessary and appropriate.

- IT Policy Review and Development – The SP should be able to assist in the development of customized policies related to the use of technology, and disaster recovery.
- Vulnerability Testing - The SP should offer vulnerability tests, both internally and externally, to determine what flaws and potential threats exist from the outside, or perimeter, of Kilimo Trust's business network.
- Antivirus, AntiSpam & Antispyware Protection – the SP should monitor and ensure that antivirus software and Bitlocker are enabled and functioning, at agreed upon intervals.
- On-Site Support – When needed outside of the 2 weeks regular window, the SP should have the ability to deploy onsite resources to assist in issues which cannot be resolved through remote access to in-house systems.
- Security Systems Monitoring – SP must provide proactive monitoring and management of Kilimo Trust security systems (BitLocker and antivirus software), including firewalls, intrusion prevention, secure remote access, and any implementations of advanced security solutions Kilimo Trust may utilize.
- Hardware and Software Vendor Management – The SP should be able to manage other vendors which may be contracted for by Kilimo Trust and serve as the key point of contact unless escalated.
- Warranty and Asset Inventory Management – Kilimo Trust expects the SP to maintain, with Kilimo Trust staff support, a hardware and asset inventory that includes Desktops, Laptops, Servers, Printers/Scanners, software licenses, etc. and notify Kilimo Trust of any potential service or warranty issues. The SP, in conjunction with Kilimo Trust staff must also assist with managing the lifecycle of Kilimo Trust devices and maintain an equipment inventory to ensure our systems are always current to meet the needs of Kilimo Trust.
- Software Licensing Support – Provide support to Kilimo Trust staff as needed to select, implement, and review software applications and provide Kilimo Trust staff appropriate documentation.
- Technological awareness – SP shall update Kilimo Trust staff on current technological advancement and advise on best solutions/implementations to keep Kilimo Trust abreast.
- Cost savings – SP shall continually identify and advise areas/solutions through which Kilimo Trust can save money but still be technologically abreast and meeting national guidelines.
- Voice PABX support – SP shall provide first level support for analogue telephone system related failures and escalate where possible.