

TERMS OF REFERENCE FSD AFRICA - IT SUPPORT SERVICES

1. Introduction

FSD Africa requires a firm (“the Provider”) to offer general support for FSD Africa’s IT systems (“the Services”).

2. Background

2.1 FSD Africa and the FSD Network - a pan-African financial market development programme

Established in 2012 and supported by UK aid, FSD Africa is a specialist development agency working to build and strengthen financial markets across sub-Saharan Africa. We work to reduce poverty through a ‘market systems development’ approach, which means we aim to address the structural, underlying causes of poverty by improving how financial market systems function.

At FSD Africa, our programming is designed to address systemic challenges within Africa’s financial markets, with the aim of sparking large-scale and long-term change. Our interventions are designed from the ground up, to ensure that Africa’s financial markets better serve those most in need - today, and long after our programmes end.

From our headquarters in Nairobi, our team of over 50 financial sector experts lead ambitious programmes spanning 28 countries across the continent.

FSD Africa is part of a family of 11 financial sector deepening, or FSD, programmes¹ operating across sub-Saharan Africa, known as the FSD Network. Together, the network provides over £50m a year in financial support to high-potential financial market development programmes, and employs over 150 financial sector experts, based in local offices across Africa.

As the FSD Network’s principal regional programme, FSD Africa works to strengthen the impact of individual FSDs and the network as a whole. We regularly convene the community, provide capacity building support, and foster opportunities for collaboration.

FSD Africa is incorporated as a non-profit company limited by guarantee in Kenya. It is funded by UK aid from the UK government and has recently had its new strategy for the period 2020 to 2025 approved by its Board of Directors. A subsidiary company, FSD Africa (Investments) Ltd, provides early-stage, risk-bearing capital to selected breakthrough firms that can strengthen financial markets in Africa.

Please visit www.fsdafrica.org for more information.

2.2 IT Management and Support

Support for FSD Africa’s IT Network has previously been outsourced. With the recent appointment of an IT Manager, FSD Africa now invites bids to enter a new agreement to provide the Services.

The Services will be provided for an initial period of six months, renewed for a further six months, subject to satisfactory performance. Reviews will take place one month before the end of the first and second six-month periods. Thereafter the services will be reviewed and may be renewed annually, for a further two years. The Services are expected to start on 1 December 2020.

¹ FSD Africa, FSD Kenya, FSD Mozambique, FSD Tanzania, FSD Uganda, FSD Zambia, Access to Finance Rwanda (Rwanda), FinMark Trust (South Africa), EFINA (Nigeria) - as well as new FSDs planned in Ghana, Ethiopia, Zimbabwe, the WAEMU region and Sierra Leone

3. Objectives and Scope

3.1 Objectives

The Provider will propose a method of working in support of FSD Africa's normal working week, ensuring 24 x 7 network access, including email, internet, systems, power, stored data, etc. by providing an on-site resource between the hours of 7.30am and 5pm from Monday to Friday.

3.2 Scope

Reporting to the IT Manager, the scope of responsibilities will include:

- Administration of servers, firewall and other network equipment, AV equipment and all FSD Africa systems.
- Effective and continuous performance and availability of the network and database systems
- Regular reporting mechanism of system up-time with defined escalation procedures, including turnkey management of other ICT providers
- Constant monitoring of network performance to ensure maximum availability of all aspects of the network
- Support development of web and software applications and ensure quality assurance of any new equipment and systems
- Constant review and updating of network documentation relating to new and existing systems and network designs.
- End-user training for FSDA staff in all aspects relating to the network, from password logins to video and audio-conferencing tools, ensuring a high level of system security awareness with campaigns to create and support an environment of continuous improvement
- Maintenance of and support for financial management and enterprise resource planning software applications
- Assist FSD Africa staff with procurement of all ICT-related equipment, software and services; and with the setting up and managing of enforceable Service Level Agreements with other ICT providers
- Development and implementation of effective ICT integrity controls including backup and DR plans

4. Outcomes and deliverables

The desired outcome from the work is to have responsive and efficient IT support which meets the needs of FSD Africa and all its users. Efficient and effective support for FSD Africa's IT systems is a key deliverable of this assignment.

The following will be provided monthly:

1. A fault summary and trend analysis report, detailing any faults in the previous month, as well as identification of possible trends, and recommendations for system enhancements. A positive and proactive approach to the resolution of problems is always expected.
2. A report detailing the performance of other providers against the terms of their SLAs, including mean time to resolution, with a summary of the Provider's own performance and speed of response.

These reports will be reviewed monthly and signed by the IT Manager no later than 10 days after the end of the month being reported.

5. Invitation to Tender

FSDA is inviting tenders from suitably qualified firms

Your proposal should indicate:

- i. Names and CVs of lead Consultant (s) including qualifications and relevant experience in providing the kind of services required and an outline of team structure.
- ii. A short description of your understanding of the role of the Consultant as outlined in these terms of reference
- iii. A description of how you intend to fulfil the Services and your proposed timelines; and confirmation of your ability to meet those proposed suggested timelines
- iv. A detailed financial proposal

Your proposal which should not exceed 5 pages of A4 (font size 11), excluding CVs, company brochures etc. should be sent by email to bids@fsdafrica.org no later than 1200 (EAT) on **20 November 2020**. under the subject line reading - **RFP: IT Support Services**

5.1 Clarifications about the Services

Questions or comments in respect of these terms of reference should be directed by email to: bids@fsdafrica.org on or before 12 noon (EAT) 9 November 2020 and feedback will be provided through the advertising platform(s) by 5 pm (EAT) 12 November 2020.

6. Basis of award

FSD Africa will award a contract to the most economically advantageous tender based on the following criteria:

Mandatory requirements
Kenyan-based firm, with high level of experience and expertise in the management of outsourced IT requirements of reputable companies
At least 5 years' experience in the field of IT service provision in cloud, on-premise and hybrid environments.
Strong interpersonal skills linked to clear escalation procedures; results-oriented and -focused; can coordinate a team to meet deadlines; can work under pressure and handle multiple tasks.
Ability to communicate well in written and oral form in English
Ability to avail at least 2 full time consultants online and/or on-premises. Backups are expected in cases where lead consultants are unavailable.

Assessment criteria	Weighting (%)
Relevant, demonstrated experience and capacity of firm in this area	30
Demonstrated expertise of key individuals to be involved in this project	30
Content, quality and completeness of the proposal	20
Fee basis and total costs FS = $20\% \times LB/BP$ where: FS = is the financial score LB = is the lowest bid quoted BP= is the bid of the proposal under consideration. The lowest bid quoted will be allocated the maximum score of 20%. Fee quoted must be inclusive of applicable withholding tax	20
Total	100

Knowledge of/or previous experience with FSD Africa will be advantageous, however FSD Africa is committed to ensuring its network and IT systems are managed and secured to ensure the highest level of robustness, efficiency, and effectiveness.

7. Applicable Taxes

As per Kenya's tax law, FSD Africa will pay the Consultant after withholding the appropriate taxes at the applicable rate between Kenya and the Consultant's country of tax residence, considering any tax treaties in force. It is the responsibility of the Consultant to keep themselves apprised of these applicable taxes. The below table however provides guidance on the applicable rates as per tax regimes

Country	WHT Rate
Kenya	5%
United Kingdom	12.5%
Canada	15%
Germany	15%
Zambia	15%
India	10%
Non-resident rate for citizens of EAC member countries	15%
All other countries	20%