INDIVIDUAL CONSULTANT PROCUREMENT NOTICE

Date: 8th of November 2021

Country: Egypt

Description of the assignment:
IT Consultant responsible for providing all needed IT support services at the Egyptian Red Crescent

Project name: Strengthening Institutional and Human Resources Capacities of the Ministry of Social Solidarity - Support to COVID-19 Response

Period of assignment/services (if applicable):
Proposal should be submitted at the following address Ministry of Social Solidarity - 19 Sheikh Al Maraghi Street - Agouza - Giza - Building 1, first floor, Mrs. Amira Bayoumi - Mobile No.01115509493 or by email to: sihc@moss.gov.eg no later than 22nd of November, 2021

1. BACKGROUND

Egypt 2014 Constitution recognizes social protection and social justice as a right for citizens and dedicated one pillar of the national Sustainable Development Strategy (SDS) - Egypt Vision 2030 specifically to Social justice (fifth pillar), with specific reference to Sustainable Development Goals (SDGs) 1, 2, and 5.
The Ministry of Social Solidarity (MoSS) is the mandated government body responsible for providing social safety networks for Egypt’s most vulnerable citizens. MoSS’s main vision goals aims in creating a social safety net for citizens by supporting and protecting poor families, caring for low-income people, raising their standard of living, and improving the level of services provided to them, in addition to MoSS’ three main strategic policies: Social Protection, Social Care, and Social Development.
The overall objective of this project, which is funded by the EU Delegation as part of its Covid-19 Response, is to support the Ministry of Social Solidarity’s social protection efforts during the pandemic. The suggested outputs are responsive to the priority areas of interventions identified by MOSS.
This will be achieved through working on two interlinked tiers of the COVID-19 outbreak’s response to reduce the implications on the vulnerable groups. The first tier is concerned with prevention of
infection of new people to flatten the curve of mounting cases and the second tier will work on addressing the socioeconomic consequences of COVID-19.

The project will work on four outputs including:
Output 1: Enhanced awareness of Takaful and Karama beneficiaries on COVID-19 through supporting MoSS in adapting and expanding existing Waai programme advocacy and awareness tools
Output 2: Enhanced institutional capacity of MoSS through digitalization of systems to better support beneficiaries respond to Covid-19
Output 3: Improved socio-economic status of vulnerable groups amid Covid-19
Output 4: Support 168 Elderly Care Institutions and 7 Homeless Shelters for the Elderly managed by MoSS and dedicate information and support to PWD to decrease the risk of infection by Covid-19 to vulnerable groups.

2. SCOPE OF WORK, AND RESPONSIBILITIES

- Supervises all IT related activities aimed at establishing a network of social emergency operating rooms (EOR) in all governorates hosted by the Red Crescent Association in collaboration with MoSS to immediately intervene and support marginalized groups amid Covid-19 crisis
- Achieves results through good organization and effective implementation of tasks.
- Makes the case for innovative ideas, documenting successes and incorporating them into the design of new approaches.
- Identifies new approaches and promotes their use when needed.
- Works towards creating an enabling environment for a smooth relationship between the clients and the service provider.
- Tracks and keeps live dashboard cases in marginalized settings up to date.
- Develops key messages, tools, and advocacy documents.
- Manages relevant information and briefing materials produced.

3. REQUIREMENTS FOR EXPERIENCE AND QUALIFICATIONS

1. A minimum of 5 years of experience in the IT management of relief and/or recovery programs and development cooperation projects.
2. Degree in Information Technology, mathematics, or equivalent field.
3. Working experience with the Red Cross / Crescent Movement – preferred.
4. Knowledge of Red Cross / Red Crescent principles with willingness to adhere to them.
5. Essential computer literacy (word, excel and internet).
6. Demonstrate experience with different donors’ compliance and reporting.
7. Experience of training and capacity building.
8. Fluency in English with excellent verbal and written communication skills.
9. Arabic is an asset.
COMPETENCIES

- Problem solver, dynamic, mature.
- Proactive approach to work.
- Able to work independently as well as being a dedicated team player.
- Flexible, has good capacity for managing stress and good diplomatic skills.
- Ability to communicate effectively with a variety of people and express oneself in a clear and concise way.
- Excellent team working skills and ability to work in a multicultural environment and under pressure.
- Strong interpersonal and intercultural skills.
- Ability to work under high pressure.

4. DOCUMENTS TO BE INCLUDED WHEN SUBMITTING THE PROPOSALS.

Interested individual consultants must submit the following documents/information to demonstrate their qualifications:

1. Proposal:
   (i) Explaining why they are the most suitable for the work
2. Financial proposal
3. Personal CV including past experience in similar projects and at least 3 references

5. FINANCIAL PROPOSAL

- Lump sum contracts

The financial proposal shall specify a total lump sum amount, and payment terms around specific and measurable (qualitative and quantitative) deliverables (i.e. whether payments fall in installments or upon completion of the entire contract). Payments are based upon output, i.e. upon delivery of the services specified in the TOR. In order to assist the requesting unit in the comparison of financial proposals, the financial proposal will include a breakdown of this lump sum amount (including travel, per diems, and number of anticipated working days).

Deliverables

**Deliverable-1 (17% of payment):**
- Design computer and communication networks Architect for Central SEOC, branches and ERC systems
- Design the Technology needed systems for visual, conference and sound

**Deliverable-2 (17% of payment):**
- Design local Datacenter architecture, health and safety and power availability systems
- Design the ticketing system for handling received calls

**Deliverable-3 (17% of payment):**
- Design call center system for the SEOC room
- Define the development training on SEOC implemented systems to the staff
Deliverable-4 (17% of payment):
- Define the hardware SPECS for IT, networks, monitoring, audit review and data presentation devices
- Support Full upgrade of the IT infrastructure, including:
  a. Backup link installation and related link load balancer configuration
  b. Network and Internet connectivity optimization, central management, bandwidth monitoring, etc.
  c. Finalize the process of re-cabling the office

Deliverable-5 (17% of payment):
- Provide technical expertise, in procurement of equipment and installation of the same (end user equipment and/or LAN active equipment)
- Provide IT support and training of the longer-term IT personnel:
  d. Provide IT support to users in the EOC
  e. On-the-job training for the longer-term IT personnel in the EOC
  f. Develop and implement basic IT procedures for operating and maintenance of IT equipment.
- Ensure proper management of IT equipment assets through proper assignment to users and asset management

Deliverable-6 (15% of payment):
- Propose IT equipment maintenance strategy.
- Assess IT user equipment needs and spearhead disposal of old IT equipment and draft replacement plan

6. EVALUATION

Cumulative analysis
When using this weighted scoring method, the award of the contract should be made to the individual consultant whose offer has been evaluated and determined as:
a) responsive/compliant/acceptable, and
b) Having received the highest score out of a pre-determined set of weighted technical and financial criteria specific to the solicitation.
* Technical Criteria weight: [70]
* Financial Criteria weight: [30]

Only candidates obtaining a minimum of 49 point would be considered for the Financial Evaluation

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