

Date: 18.08.2022

Dear Sir/ Madam,
Greetings from REFORM Association

**Request for Quotation
IT Expert/Web Developer**

The Palestinian Association for Empowerment and Local Development – REFORM is seeking to contract with an IT Expert to provide support IT services for one year, with ability to extend the offer for an extra 2 years upon REFORM and the consultant approval.

Please submit your offer latest by Monday 22.08.2022 before 3:00pm.

Tasks:

Software:

- Keep Pcs up-to-date by installing Latest Windows Pro Version with Office 365 Pro Plus and other third-party Software like Adobe Writer full pack.
- All Pcs must run licensed legal Version of windows and office.
- Support for any urgent issues in software in staff Pcs including laptops, Desktops, Mac and Mobiles Business Applications.
- Server Management, Windows Server Pro 2012/+, Azure AD Management, data Backup, Cloud Sync.

Hardware:

- Check hardware status and inspect failure. Take care of hardware record include depreciation, replacement and configuration.
- Setup Printers and keep print service up for PCs and Mobiles.

Consultancy

- Review RFQs for new purchase computers and other devices.
- Evaluate RFQ Offers to ease awarding tender's base on technical evaluation criteria.
- Give recommendations and advices to staff in how to use tech.

Scope of work:

- Offer professional Tech support to REFORM. response time must be within 2 hours for urgent support issues.

REFORM has the following:

- One server running win 2012
- One heavy duty printer.
- Offers must take in consideration

- Up to 15 Pcs and laptops needs Licenses (Win11 Pro+ Office 365 Pro Plus)
- Server Data Migration to Cloud.
- Building Archive management Cloud Base.
- Rate for support hour in USD.
- All licenses must be in USD.

Specifications:

- University Degree in Computer Science, information technology, or a relevant field.
- Expert knowledge and experiences in WordPress, various templates (themes), web design (front-end and back-end).
- Knowledge of plugins, security, and creating backups.
- At least four years of experience in the information technology field.
- Proficiency in both the Arabic and the English Languages in reading, writing and speaking.
- Advanced communication skills.
- Knowledge of the DIVI template is an added value.
- Ability to provide any license for any software requested by REFORM

Submission of Financial Offer:

- Financial offer should include an hour rate in (USD) including vat.
- Technical Offer: Offer should also include an estimated work plan for all the requested tasks with an estimated total budget and total working hours.
- Resume with relevant experience should be submitted along with the financial offer. **CVs with photos or any other distinctive signs will not be considered.**
- Validity of the offer should be for 2 years.
- The expert should register on REFORM's procurement system using this link: [REFORM \(econnect.ps\)](https://reform.econnect.ps)
- Certified Licensing expert form Microsoft Company is plus.

The offer should be drafted in English, signed, stamped and to be delivered by Hand to the following address: The Palestinian Association for Empowerment and Local Development— REFORM, Tiwari Building, 2nd floor, Al Mayson, Ramallah, by Monday 22.08.2022, before 03:00 PM.

Evaluation criteria:

Submitted offer will be evaluated as follows:

<u>Criteria</u>	<u>Weight</u>
Technical Offer	60%
University Degree in Computer Science, information technology, or a relevant field.	5%
Expert knowledge and experiences in software's and hardware's (printers, computers) and servers.	15%

At least four years of experience in the information technology field 40%
and Knowledge of plugins, security, and creating backups.

Financial Offer

Financial offer should include an hour rate in (USD) including vat. 40%

Total 100%

For more information, please do not hesitate to contact us on the following contact details: Telefax: 02-2966645, Email address: emofeed@reform.ps.

Thank you for your kind cooperation,
Sincerely yours,

Procurement Coordinator
Ebaa Mofeed