Government of Bangladesh

Information and Communication Technology Division

Aspire to Innovate (a2i) Programme

Terms of Reference (ToR)

Hiring a Firm for Aspire to Innovate (a2i) Programme IT Support Services

BACKGROUND OF THE ASSIGNMENT:

The Aspire to Innovate (a2i) Programme operates a wide range of digital platforms, office technology systems, and ICT infrastructures that are essential for delivering government services, managing internal operations, and supporting field-level digital centers and partner ministries. To ensure these systems remain fully functional and efficient, **IT Support Engineers** are expected to provide comprehensive technical assistance aligned with a2i's operational needs.

IT Support Engineers help maintain uninterrupted operations, ensure readiness for major events and project activities, and enable a2i's teams to execute their mandates effectively. Their role is crucial in sustaining the reliability, performance, and security of a2i's IT environment and supporting the programme's nationwide digital governance initiatives.

OBJECTIVES OF THE ASSIGNMENT:

IT support services encompass a wide range of technological assistance required to ensure smooth operations, empower the organization, and drive business continuity and growth. IT support services cover a broad spectrum of responsibilities, including:

- **Installation, configuration, and troubleshooting** of laptops, desktops, printers, scanners, conferencing systems, and other office ICT equipment.
- **Maintenance of a2i's office network**, including internet connectivity, Wi-Fi, internal routing/switching, and access control systems.
- **Software installation and support**, including productivity tools, licensed applications, antivirus solutions, VPN clients, and cloud platforms.
- **Support for digital service platforms**, including assisting teams during testing, deployments, demos, events, workshops, and training programmes.
- **User account creation, access rights management, and basic credential support** for a2i systems and collaboration tools.
- **IT asset management assistance**, including tagging, verification, record-keeping, incident reporting, and coordination with vendors for repair or replacement.
- **Field-level and event-based support**, such as providing IT support during conferences, innovation fairs, workshops, and high-profile government events.
- **Timely escalation of unresolved issues** to senior technical personnel, the IT Room, or external vendors.
- **Implementation of new digital and administrative tools** that enhance office automation and internal efficiency.
- **Ensuring security, safety, and compliance checks** on workstations, network equipment, and digital tools, in line with a2i's internal operational standards.

SCOPE OF SERVICES, RESPONSIBILITY & MONTHLY DELIVERABLES:

The service provider shall be responsible for delivering comprehensive IT support services to ensure the smooth functioning of the organization's ICT infrastructure. The key responsibilities include, but are not limited to:

- Ensuring **day-to-day, efficient, and satisfactory IT support** across the organization.
- Providing end-user support for **network connectivity, internet access, and the smooth operation of desktops, laptops, printers, scanners, and other ICT peripherals.**
- Responding to IT support requests both **on-site and remotely**, ensuring timely and effective resolution of issues.
- Installing and configuring computer hardware, licensed software, and various operating systems (Windows, macOS, Linux).
- Performing **installation, damage assessment, troubleshooting, and reporting** to the designated supervisor for laptops, desktops, printers, photocopiers, scanners, CCTV, and related ICT devices, including recommending cost-effective in-house repair options where feasible.
- Deploying, configuring and maintaining **LANs, WANs, and wireless networks**, including routers, switches, and other networking hardware, while providing first- and second-level support for network devices and operational tasks.
- Conducting **routine inspections twice a month** of all devices across workstations, ensuring that systems are updated and functioning optimally.
- Delivering **effective and cost-efficient solutions** that meet operational requirements.
- Providing technical IT support for **workshops, seminars, video conferences, and virtual programs.**
- Maintaining and updating an **inventory of all ICT assets** with proper records after verification through physical inspection.
- Tracking and managing **work logs and records** in an organized manner.
- Preparing and submitting **regular job reports** as per organizational requirements.
- Performing **any other IT-related tasks** as may be assigned by the appropriate authority.

DELIVERABLES:

Completed tasks under each area and activity will be as follows:

Item	Deliverables	Schedule
Hardware and software support	- Installing and configuring computer hardware, software, and operating systems. - Provide support to all users for printers, scanners, photocopiers, and relevant ICT peripherals. - Repairing hardware malfunctions and software issues. - Providing technical support on-site or via the remote desktop application.	
Network Support	- Configuring and troubleshooting LANs, WANs, and wireless networks, including routers, switches, and other networking hardware. - Provide first and/or second-level support for network devices and operational tasks.	**10 Months**
Asset Management	- Maintaining proper documentation, tagging the ICT items, and updating the asset inventory. - Conducting periodic inspections to ensure all device functionality across multiple office locations.	

Events & Workshops	• Ensuring IT support for video conferences, live streaming on social media platforms, workshops, and various types of events at office premises and different locations inside Dhaka as well as across the country. • Provide all logistics and manage them, including maintaining a log of asset movements related to events and workshops in terms of availability of a2i store.	
Other Support	• Providing common IT support as required is also not mentioned in this proposal but is relevant to the IT field. • Obtain all information and data from the former service provider, share knowledge, and transfer all work-related data for future transfer as needed. Maintaining good client relations. • Before office hours, all ICT equipment needs to be inspected, operated, and powered down once the last employee has left the office. • Tracking and managing work records. • Compiling job reports.	

IMPACT OF RESULTS:

The key results will directly contribute to the effective installation, maintenance, and administration of IT systems, while ensuring that technical support for project staff is provided promptly and without delay, as and when required.

DUTY STATION:

All a2i offices are currently distributed across multiple locations (i.e., ICT Division, IDB Bhaban, Poribahan Pool, National Museum of Science and Technology, etc.) in Dhaka. The number and location of these offices may change at the discretion of the organization. The IT support personnel shall be required to provide services across all a2i offices, as well as extend support at various venues in Dhaka and other parts of the country for workshops, events, and meetings, as and when required.

OPERATIONAL HOURS:

- **Regular Support Hours:** On working days (Sunday through Thursday), the service team shall provide IT support from **8:30 a.m. to 6:00 p.m. Bangladesh Standard Time (BST)**. Depending on operational needs, these hours may be adjusted. The service provider shall ensure that all ICT equipment is properly shut down before office closure, and personnel shall depart only after verifying that all systems have been safely powered off and secured.

- **Non-Supportable Days:** Government-declared public holidays and weekends (Friday and Saturday) shall be considered non-supportable days. However, if support services are specifically required on such days, the client may request them at least one (1) day (24 hours) in advance, and the service provider shall make the necessary arrangements.

- **Emergency and Extended Support:** In the event of an emergency, the service provider shall provide support during non-supportable days or beyond regular working hours at very short notice. No additional cost shall be applicable for providing such emergency or extended-hour support, whether on official or non-official days.

SUPERVISION AND PERFORMANCE EVALUATION:

The IT Support Engineer shall work in coordination with the operations (Admin) Team of the Aspire to Innovate (a2i) Programme, under the direct supervision of the MIS Coordinator/IT Administrator.

- An annual performance evaluation will be conducted by the project authority.
- In addition, the performance of both individual team members and the collective group will be assessed on a quarterly basis.
- Any personnel failing to meet the required performance standards shall be replaced, and the service provider must appoint a suitable successor within one (1) month.
- The professional capacity of each individual consultant will be assessed based on the qualifications and experience presented in their submitted CV.

REPORTING & INVOICING:

The consulting firm shall be directly accountable to the Head of Operations / Contract Administrator / Respective Authority of the Aspire to Innovate (a2i) Programme.

- The service provider shall submit a monthly summary report of activities performed to the designated officer of a2i (MIS Coordinator/IT Administrator).
- Persistent non-compliance with reporting or performance standards may result in the termination of the contract, as per the position laid down in the contract.

SERVICE PROVIDER'S PERSONNEL:

- The service provider shall appoint a team consisting of two (2) IT Support cum Hardware Engineers, one (1) Network Support Engineer and three (3) IT Support Engineers to perform all activities within the defined scope of work and deliverables.
- The appointed engineers shall work under the supervision of an authorized representative of a2i and must strictly comply with all organizational rules, regulations, and policies.
- The service provider shall bear full responsibility for ensuring the attendance, punctuality, and performance of its personnel, and shall ensure that all systems and ICT equipment are fully operational before the commencement of office hours each day.
- IT support personnel shall be required to travel to other a2i offices and various locations across Bangladesh, as needed. The associated travel and living expenses shall be reimbursed by a2i, subject to prior approval and in accordance with applicable policies.
- The leave entitlements of the consultants shall be governed by the provisions of the contract.

REQUIRED TEAM COMPOSITION (KEY PERSONS):

Sl.	Key Position	No.	Job Description	Required Minimum Qualification
1	IT Support & Hardware Maintenance Engineer	02	In addition to fulfilling all requirements outlined in the Scope of Services and Deliverables, the proposed personnel must possess substantial expertise in hardware engineering, particularly in relation to laptops, desktop computers, and other relevant ICT devices.	• Bachelor's degree in Computer Science, IT, or EEE from a reputed university. (If the degree is in another field, the candidate must have relevant experience and hold certification in relevant field that demonstrates expertise for the role). • At least five (5) years of experience in a similar role. • Minimum of one (1) Post Graduate Diploma (PGD) or Professional certifications relevant to this position.
2	Network Support Engineer	01	In addition to fulfilling all requirements outlined in the Scope of Services and Deliverables, the proposed personnel must Provide first- and second-level support for network-related issues, Configure, monitor, and troubleshoot LAN, WAN, and wireless networks, resolve connectivity issues and optimize performance, coordinate with vendors/service providers for network issue resolution.	• Bachelor's degree in Computer Science, IT, or EEE from a reputed university. (If the degree is in another field, the candidate must have relevant experience and hold certification in an IT-related area). • At least Five (5) years of experience in a similar role. • Minimum of one (1) Post Graduate Diploma (PGD) or Professional certifications relevant to this position.

Sl.	Key Position	No.	Job Description	Required Minimum Qualification
3	IT Support Engineer	03	All requirements specified in the Scope of Services and Deliverables shall apply; however, extensive experience in IT hardware engineering is not mandatory for this position. Priority will instead be given to candidates with strong expertise in routine, day-to-day IT support services.	• Bachelor's degree in Computer Science, IT, or EEE from a reputed university. (If the degree is in another field, the candidate must have relevant experience and hold certification in an IT-related area). • Minimum three (3) years or more of experience in a relevant position. • At least one (1) Post Graduate Diploma (PGD) or Professional certifications related to this position.

CONTRACT DURATION:

- Ten (10) months.

PAYMENT SCHEDULE:

Payment will be made in monthly installments upon submission and acceptance of monthly activity reports by the client.

SL.	Item	Deliverables	Timeline	Payment
1	Hardware and software support	• Installing and configuring computer hardware, software, and operating systems. • Provide support to all users for printers, scanners, photocopiers, and relevant ICT peripherals. • Repairing hardware malfunctions and software issues. • Providing technical support on-site or via the remote desktop application.	Every Month	10% (Upon acceptance by the client)
2	Network Support	• Configuring and troubleshooting LANs, WANs, and wireless networks, including routers, switches, and other networking hardware.		

		• Provide first and/or second-level support for network devices and operational tasks.
3	**Asset Management**	• Maintaining proper documentation, tagging the ICT items, and updating the asset inventory. • Conducting periodic inspections to ensure all device functionality across multiple office locations.
4	**Events & Workshops**	• Ensuring IT support for video conferences, workshops, and various types of events at office premises and different locations inside Dhaka as well as across the country. • Provide all logistics and manage them, including maintaining a log of asset movements related to events and workshops in terms of availability of a2i store.
5	**Other Support**	• Providing common IT support as required is also not mentioned in this proposal but is relevant to the IT field. • Obtain all information and data from the former service provider, share knowledge, and transfer all work-related data for future transfer as needed. Maintaining good client relations. • Before office hours, all ICT equipment needs to be inspected, operated, and powered down once the last employee has left the office. • Tracking and managing work records. • Compiling job reports.

JOINT-VENTURE MODALITY:

Multiple Companies having technical and legal competency for developing such Products can submit jointly but they must have legal agreement among them where one company needs to be lead. A joint-venture agreement needs to have clear identification about each responsibility matrix along with IPR.