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Engagement



Request number: P4767-2024-17

Date of Announcement: April 17, 2024

Submission Date and time: 17:00 on April 23, 2024

Expected Services Performance timeline: May 1, 2024 – September 30, 2025

## **Consultant Request for IT specialist**

### **A. Introduction**

Pact is an international development nonprofit that works on the ground in nearly 40 countries to end poverty and marginalization. We partner with local organizations, businesses, and governments to build lasting solutions for thriving, resilient communities. Our vision is a world where everyone owns their future. Pact has worked in Ukraine since 2006 in the areas of governance, capacity development, and health. Building on a decade of experience, we address key challenges facing civil society organizations in Ukraine.

This Consultant request (CR) is a part of the Activity to Enhance Non-Governmental Actors and Grassroots Engagement (ENGAGE). The purpose of ENGAGE is to increase citizen awareness of and engagement in civic activities at the national, subnational, and local level.

The goal of this CR is to hire a IT specialist for ENGAGE Project offices and staff support who will be responsible for providing IT support (ongoing IT support for staff; LAN maintenance; managing office telephone systems; support of offline/online events).

### **B. Scope of Work**

The selected consultant will be responsible for providing IT support upon Pact's request, including but not limited to the following:

1. Installation and maintenance of the computer equipment and software applications: regular update of the software (according to regulations), virus filtering (weekly), anti-virus database update, setup and ensuring of daily data backup to the external server, technical inspection and cleaning ventilation systems of laptops and projectors (as required).
2. Managing office Internet connectivity, including contacting the contracted internet provider if required.
3. Managing office telephone systems, including contacting the contracted service provider if required.
4. Checking of offices' LAN and Wi-Fi networks connectivity: check of security, serviceability, providing short reports on equipment status.

5. Visiting ENGAGE office upon request (according to the tasks sent by e-mail by the responsible person), in order to consult the staff as for their work with personal computers and peripheral equipment, Microsoft Office software, Internet, phone use and other IT issues.
6. Providing prompt assistance to the staff in the day-to-day computer/IT issues; managing high-priority tasks during 1 business day.
7. Prompt response to e-mails sent by the staff on IT-related issues.
8. Providing regular status updates for the staff on IT security issues and prompt notice in case of possible alerts, cyber-attacks, etc.
9. Completing other IT tasks as required.

Pact has the right to request IT support not explicitly mentioned in the above list of expected services but related to the field of expertise of the selected provider.

## C. Qualifications

- IT expertise (to be proven by diplomas and/or certificates).
- Minimum 1-year experience of supporting organizations with at least 20 workstations and conducting the services mentioned above (to be proven by the list of at least three references with most relevant Customers' contact persons, their title, place of work, e-mail, and mobile number; as well as reference letters).
- Ability to speak English at the level sufficient for handling IT related communication with foreigners.
- Experience in working with international organizations would be an advantage.

## D. Eligibility

All proposals which fail to comply with the basic minimum requirements outlined in the solicitation shall be eliminated. See Sections C and E.

The specified position involves intensive work with Pact Ukraine projects, including offline work in the office. In this regard, proposals from persons who live or are ready to move to Kyiv will be considered. Under this contract, the Pact does not cover the costs associated with such a move.

## E. Application Instructions

Proposals must be submitted electronically to [mbodak@pactworld.org](mailto:mbodak@pactworld.org) no later than 17:00 on **April 23, 2024** (Kyiv time). The subject line should contain: "Proposal under Consultant Request P4767-2024-17".

### **Documentation required for application:**

- Resume/CV. A short profile of an applicant featuring expertise and experience relative to the goals and objectives of this Consultant Request.
- Certificates that prove technical proficiency in IT solutions
- At least 3 (three) professional references (please include the following: name, position, organization, email address and phone number)
- Financial proposal (budget) in Excel file (in UAH currency) based on the table below:

<b><u>Specifications</u></b>	<b><u>Unit</u></b>	<b><u>Number of units</u></b>	<b><u>Price per unit, UAH</u></b>
Ongoing IT support for staff (per 1 workstation)	workstation	Up to 40	
Ongoing LAN maintenance per month	office	2 offices	
Managing office telephone systems	office	2 offices	
Support of offline/online events	event	n/a	

**Questions:** All questions or clarifications regarding this Consultant Request must be in writing and submitted to [mbodak@pactworld.org](mailto:mbodak@pactworld.org). The subject line should contain: "Questions to Consultant Request P4767-2024-17". Questions and requests for clarification will be answered on an ad hoc basis.

## **F. Evaluation Criteria**

Pact will evaluate applicants using the follow criteria:

<b><u>Criteria</u></b>	<b><u>Maximum Score</u></b>
IT expertise (to be proven by the diplomas and/or certificates)	40
Past performance	30
Price offer	30
<b>Total:</b>	<b>100</b>

The price offer shall be valid for 30 days from the deadline of the price proposal submission.

## **G. Terms and Conditions**

### **Disclaimers:**

- Pact reserves the right to modify by written notice the terms of this solicitation at any time in its sole discretion. Pact may cancel the solicitation at any time.
- Pact may reject any or all proposals received.
- Issuance of solicitation does not constitute award commitment by Pact.
- Pact reserves the right to disqualify any quotation based on applicant's failure to follow solicitation instructions.
- Pact will not compensate applicants for their response to the solicitation.
- Pact reserves the right to issue an award based on initial evaluation of applications without further discussion.
- Pact may choose to award only part of the scope of work in the solicitation or to issue multiple awards the scope of work.
- Pact reserves the right to waive minor proposal deficiencies that can be corrected prior to award determination to promote competition.
- Pact may contact applicants to confirm information and that the proposal was submitted for this solicitation.
- Pact may contact listed past performance references without notice to the applicant. Pact also reserves the right to contact other past performance information sources that the applicant did not list in the proposal.
- By submitting a proposal, the applicant confirms they understand the terms and conditions.
- Information pertaining to and obtained from the applicant as a result of participation in this solicitation is confidential. The applicant consents to the disclosure of the documents submitted by the applicants to the reviewers involved in the selection process. Please note that all reviewers are bound by non-disclosure agreements.