



CYTONN INVESTMENTS – RFP FOR IT SUPPORT SERVICES

Section I – Background

Cytonn Investments is an independent investment management firm, with offices in Nairobi, Kenya, and D.C. Metro, U.S. We are primarily focused on offering privately placed alternative investment solutions to high net-worth investors, global and local institutional investors, and Kenyans in the diaspora interested in the high-growth East African region. We currently have Kshs 73bn of projects under mandate, primarily in real estate.

To manage our rapid growth and maintain high standards of technology and support for our team of 160 individuals, we are looking for external firms to submit their tender to provide managed IT services to the firm.

Section II – Summary Overview

Cytonn Investments is issuing a request for proposals (RFP) to firms or individuals interested in the provision of managed IT support and maintenance services. A summary of the services to be rendered by the qualifying firm will include:

- i. Local Area Networks and Internet connectivity across two Nairobi offices at Liaison House, State House Avenue, and The Chancery, Valley Road,

- ii. Telephone connectivity across three offices at Liaison House, State House Avenue, The Chancery, Valley Road and D.C. Metro, U.S.A.
- iii. Printer and devices setup and support,
- iv. Maintenance and support of all technology assets, including laptops and printers,
- v. CCTV support and maintenance, and,
- vi. Data management and backup.

Cytonn will award this contract to the firm or individuals that demonstrate experience in the provision of these services.

Section III – Scope of Work

The scope of work for the qualifying entity will include the following activities. While the work may not be limited to this explicit list, the activities will be of a similar nature to the following:

a) Network Management and Support

Provision of network support to ensure optimum internet connectivity across our two Nairobi offices located at Liaison House, State House Avenue and The Chancery, Valley Road. The support tasks will include:

- Procurement of network related infrastructure that will adequately support the growing Cytonn team.
- Installation and Configuration of networking equipment including switches, firewalls, routers, access points and other network related devices.

- Maintenance and support of the networking devices through performing of routine configuration changes and installation of upgrades necessary to ensure optimum network performance
- Proactive monitoring of the network equipment which includes performance indicators to report on threshold limitations, network performance and capacity management service.

b) Computer Support

- Procuring of new computers for new Cytonn staff members that meet a certain agreed on performance specifications to ensure ease of use to the staff members.
- Provision of desktop application support for new or existing computers to Cytonn through basic support functions like Installation or upgrade of software, configuration to Cytonn network, domain and printing services among others.
- Performing of regular preventive maintenance exercises for computer hardware, troubleshooting of software related issues affecting the computers in use by the staff and replacement of faulty and decommissioned computer equipment.
- Purchase, support, management of software products and licenses relating to computers and maintenance of virus detection programs for all the computers in use by the staff members.

c) Printer setup and support

- Procuring and configuration of printers and print servers to the Cytonn network to ensure provision of optimum print services to the team.
- Management of the printer server, configuration of new and existing users to access the print services and troubleshooting of any printer related issues that arise in the day-to-day use of the print server and the connected printers.
- Maintenance of the printers and liaising with the print provider ensure prompt replacement of toners, cartridges and renewal of the print licenses before expiry.

d) Phone support

- Procuring and configuration of telephone equipment to the Cytonn network.
- Maintenance, support and troubleshooting of the existing telephone network equipment and replacement of faulty and decommissioned phones

e) CCTV support and maintenance

- Procuring, installation and configuration of the CCTV surveillance equipment in the offices.
- Management of the CCTV surveillance equipment and offering appropriate support in the retrieval and playback of the surveillance data incase a need arises.

f) Data Management and Backup

- Implementation of a data backup policy with appropriate procedures to handle daily, weekly and monthly backup of crucial computer data and information to an offsite location.
- Setup of backup recovery and restore procedures in the event of failure of servers and computers in order to ensure quick restoration of normal working routine.
- Training of staff members on the significance of data backup.

Section IV – Vendor Requirements and Questions

- **Project Liaison:** Designate a contact person who will serve as the liaison between your organization and Cytonn for all matters pertaining to this proposal. Include the person's name, title, mailing address, and direct telephone line.
- **Other Participants and Description of Involvement:** Identify and describe any additional parties, subcontractors, and services to be involved in carrying out this proposal. Include the person's name, title, mailing address, and direct telephone line.
- **Project Description:** Provide a detailed description of equipment and services to be offered by the interested party.

- **Total Cost:** Identify the total cost with a breakdown by activity and equipment.

This should be provided in the form of an Excel spreadsheet by outline activity

(For example, 1.1.3 = Kshs. xxx or 1.1.4 = included).

- **Project Management Plan:** Provide a detailed and consolidated description of how your vendor organization plans to manage the installation and maintenance of the service that is being proposed.
- **Additional Benefit to Cytonn:** Describe what the applicant proposes to perform that will especially benefit the system users and/or make the proposal stand out from other vendor applicants. This may include outstanding features of the system, integration, guarantee project timeliness, etc.

Conclusion

Please be informed that we are to receive your detailed proposals and quotations by 12th of August, 2016. Thereafter, subject to qualifications, you will be required to do a presentation on all the identified areas on a date that will be communicated.