

Terms of Reference

Consultation for the installation and deployment of the 3cx Phone System and the required hardware and software

Background

The Maldivian Red Crescent (MRC) is an independent, voluntary, humanitarian organization, established on the basis of the Maldivian Red Crescent Law [Law 7/2009]. Its primary objective is to provide humanitarian aid, prevent and alleviate human suffering. It is the 187th member of the world's largest humanitarian movement — the International Red Cross and Red Crescent Movement – which every year helps millions of people whose lives have been devastated by crises or conflict.

The Maldivian Red Crescent aims to be the nation's leading humanitarian organization, with branches and units spanned all over Maldives. To date it has established 10 branches and 20 units spanning all over Maldives. It recruits members and volunteers, implements programmes and delivers services in adherence to the Fundamental Principles of the International Red Cross and Red Crescent Movement – Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity and Universality – making no discrimination as to nationality, race, sex, religious beliefs, language, class or political opinions.

With the onset of the outbreak of COVID-19 globally, the Maldivian Red Crescent (MRC) began its response initially by launching an information dissemination campaign focused on creating awareness. As an auxiliary to public authorities, MRC is represented in the national level taskforce that was convened. MRC is also part of the National Emergency Operations Center (NEOC) setup by the National Disaster Management Authority (NDMA) and the Health Protection Agency (HPA). As an independent organization, with its presence across the country, MRC is working with public authorities to help fill in any required needs as the situation progresses.

Objective

Maldivian Red Crescent plans to hire a consultant for the installation and deployment of the 3cx Phone System and the required hardware and software for PSS call center expansion and virtualization. To this end, we are looking for an individual consultant or a consultancy firm to install and deploy the 3cx Phone System and the required hardware and software.

Deliverables

The consultancy will include the following Deliverables:

- Technical advice in the procurement process of software and hardware components
- Installing, configuring and deploying the 3CX Pro edition for 32 simultaneous calls
- Installing, setting up and configuring server (Linux) and a firewall (Endian)
- Training the staff to use, operate and manage the Phone System and any related components
- Technical support including trouble shooting and fixing issues, for 3 months (to be extended on need basis)
- Technical support and advice on IT services and procurement of IT equipment during the period

Duration: 3 months

Reporting line: The consultant will report deliverables to the Programmes and Services Manager.

Minimum Qualification

- At least a diploma in Information Technology or equivalent in experience
- At least 3 years of experience working towards similar targets and tasks

Evaluation of quotations

- Individual consultants will be evaluated based on value for money and most technically compliant offer.

Application

- Application must include a CV, with reference details (if an individual)/ profile (if a company), timeline, and financial quotation. Financial quotation must be inclusive of all taxes and costs that is required for the production.
- Samples of past work and recommendation letters are preferred (electronic/print acceptable).



Fees and payments

Prices quoted for the work will be a lump sum to be paid upon completion of deliverables.

Code of Conduct

During the term of consultancy, MRC Code of Conduct has to be signed and thoroughly followed by the consultant.

Due to the urgent need for the service in responding to the Covid 19 operations, application submission has to be made, with all required documents by tomorrow, 16 April 2020, 16:00 pm, Thursday, to: info@redcrescent.org.mv.