



EXPRESSIONS OF INTEREST
INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) SUPPORT
SERVICES

Connect Saint Helena Ltd invites Expressions of Interest (EOI) from suitably qualified and experienced persons/businesses to provide ICT Support Services at their main work premises in Jamestown and 8 remote work sites located in other areas around the island.

Anyone wishing to express an interest must have strong knowledge and understanding of the following:

- Microsoft operating systems including Windows Server 2008 and above, Windows 7 and above.
- SQL Server 2014, Exchange Server 2013 or newer and Linux.
- Microsoft Office 2010 and above.
- Deploying and administering Windows Active Directory and Exchange Server environments.
- Performing network and domain configurations, network hardware and cable installations, network monitoring and resolving network related issues.
- Server and PC support including software and hardware installations and configuration, maintenance, troubleshooting and repair of software, hardware, and related peripherals.
- Undertake the maintenance and servicing of networks and standalone multi-function printers, photocopiers and envelope stuffer.
- Methods for keeping the work environment safe and secure including:
 - Maintaining onsite and offsite backup systems and media.
 - Ensuring 'live' up-to-date anti-virus and cyber security compliance.
 - Application of system updates and critical patches.
 - Monitoring of web filters and VPN devices and policies.
- Provide first line support for other technical and accounts related software applications such as AutoCAD, ArcGIS, Civil Designer, Access Dimensions and Select Pay.
- Managing software licensing, system policies, asset management and updating equipment lists and records.

The criteria for selection of persons/businesses will be the technical capacity and relevant qualifications and experience of the persons/business and these will be assessed using verifiable information provided in the Capability Statement submitted in response to this request for Expression of Interest.

Expressions of Interest should be emailed to tender.returns@connect.co.sh or hand delivered to Nigel Benjamin, Procurement Coordinator by no later than 12:00 noon on **30 September 2021** marked 'ICT Support Services'.

13 September 2021

