



TERMS OF REFERENCE INFORMATION AND COMMUNICATION TECHNOLOGY PARTNER

Call for proposals

JET Education Services requests ICT service providers, including companies and individuals, to submit a 5-page proposal that outlines the scope of work and costs proposed to act as an ICT partner to JET for the period 2017-2019.

Scope of work

The ICT partner is required to support JET in the following areas:

- Day-to-day support to JET staff on all ICT related matters
- Management of the firewall
- Google Apps support
- Technical support for the time management system (TOTAL JET)
- Technical support for the employee self service system (ESS)
- Technical support for the accounting system (ACCPAC)
- Monthly dashboarding of all ICT related activities to be used for monitoring and planning

The following will be an added benefit:

- Ability to support education related ICT interventions
- Development of apps for use in research
- Technical support on statistical packages

On-site requirements

JET requires one person to be on-site on a permanent basis. Depending on the level of expertise of this person, a more senior expert can provide oversight on a part-time basis.

Specific activities

1. Ensure that any other resources are aware, skilled and in a position to meet the requirements of managing the customer site.
2. Allocate incidents efficiently.
3. Complete requests timeously.
4. Advanced troubleshooting/debug
5. Update documentation
6. Resolve current incidents.
7. Complete the development requests in a timeous manner according to the standards and methodologies.
8. Complete a knowledge base regularly to ensure that there can be a hand over and integration to be used with a Business Continuity Plan (BCP)
9. Assist with Disaster Recovery Plan (DRP) where necessary.
10. Regular management report.
11. Raising of potential risks and issues should they arise as a part of preventative maintenance.
12. Ensure that the asset register is maintained and updated.
13. All tasks and requests to be logged by the customer or where possible by the customer unless exceptional circumstances prevent the customer from doing so.
14. Make sure that all users can work, printers and copiers are fully functional.
15. Fix all IT related hardware issues, contact vendors and hardware support.
16. Make sure that the network is fully functional and threat free.
17. Help users with IT related issues.
18. Monitor all the servers and critical resources and make sure that they all in good health and condition.
19. Report to the senior technician.

Closing date for submission: 12 December 2016

Appointment date: 1 February 2017 for a 3-year period (including an initial 3 month probation)

Documentation required

- 5-page proposal that includes a detailed description of the services that will be provided to JET
- Detailed costing for the period 2017-2019
- B-BBEE certificate
- Additional regulatory certification as applicable

See the [JET brochure](#) for more information on JET.

JET contact details

Contact Numbers	Postal Address
Telephone: +27 (0)11 403 6401 Fax: +27 (0)11 339 7844 Cell: +27 (0) 82 057 3212 Website: www.jet.org.za	PO Box 178 WITS 2050
	Physical Address
Contact Persons: Thelma Dibakwane tdibakwane@jet.org.za	The Education Hub 6 Blackwood Avenue Parktown