

## Terms of Reference for the IT Consultancy for IntraHealth Namibia

Incorporated Association Not For Gain  
REG NO: 21/2014/0482

P.O. Box 9942, Eros, Windhoek  
8 Eugene Marais Street, Eros  
Windhoek, Namibia  
Tel: +264-61-303-799  
Fax: +264-61-303-797

## **Background**

IntraHealth Namibia (IHN) is a not-for-profit Section 21 company in Namibia. The organisation was registered in July 2014 with the aim of improving access to quality health services and information for communities and families in need throughout Namibia and beyond.

The vision of IHN is to be the partner of choice in health care; its mission is to improve the lives of Namibians through innovative health care, technology, and community partnerships; and its values are innovation, accountability, integrity, partnership, and excellence. IHN's overall goal for IHN is to continue supporting the country to strengthen its health system to improve the lives of Namibians by:

- strengthening its footprint in the health sector;
- strengthening the organisational brand reputation and organisational maturity;
- ensuring financial resilience;
- improving internal operations, people, and culture.

IHN was an affiliate of IntraHealth International (IHI), a not-for-profit organisation headquartered in Chapel Hill, North Carolina, USA. IntraHealth Namibia (IHN)'s IT data have been managed and hosted by IHI. IntraHealth Namibia's IT function is going through a transition and is looking for qualified and reliable contractor/consultant to supply NGO application licensing options software as well provide IT support during the transitioning. The object for this consultancy is to help IHN to establishing an independent robust IT infrastructure and support the data migration from existing systems to new systems with minimal disruption.

### **- Purpose and objectives**

Under the direct supervision of the General Manager and in close coordination and consultation with the Director: Finance and Operations, and IT Systems Administrator, the consultant will be responsible for conducting a detailed technical analysis of IT applications/systems to be migrated from IntraHealth International to IntraHealth Namibia (IHN) and develop recommendations for their migration including:

- Evaluating the existing systems and applications and supplying licensing for current systems or implementing new reliable alternatives.
- Configuration of a new Microsoft 365 tenant and adding a new domain
- Data migration

### **- IT Environment Overview**

The information below outlines the general demographics of IHN and our current technical environment.

**Number of Employees:** 101 laptop users and 160 tablet users

## **Current Technical Environment:**

### **Core Hardware**

- 3 Physical Servers
- 7 Virtual Servers
- 1 Cisco Meraki Firewall
- 3 Cisco Meraki Access points

### **Software Systems**

- FileMaker
- X2 Domain controllers
- Veeam Backup
- Duo Security

### **Applications**

- Office 365 on desktops and mobile devices
- Adobe creative cloud
- CrowdStrike
- Zoom
- Adobe Acrobat Pro 9

### **Backups, Antivirus, and Remote Support Software**

- Daily Backups
- Malwarebytes and Cisco Umbrella
- Kaseya

### **- Activities, Tasks, Outputs and Deliverables**

<b>Activity</b>	<b>Deliverables</b>
<b>Microsoft 365 tenant setup and data migration</b>	Configuration of new Microsoft tenant and facilitate the data migration with minimal disruption from current Microsoft tenant to a new tenant for IHN. Configuration should include Azure domain and Intune.
<b>Local domain setup</b>	Set up a new local domain controller, install and configure Entra ID to sync local accounts with Microsoft 365. Disjoining of servers and laptops from current domain onto the Azure Entra ID domain.
<b>Productivity Software</b>	Supply x10 Adobe Acrobat Pro licenses
<b>Network Management</b>	Supply license renewal for Cisco Meraki firewall and Cisco Meraki access points. Ensuring all devices are monitored through the network monitoring software and alerting IHN if there are any exceptions.

<b>Security Management and Response (Endpoint security and DNS protection)</b>	Implement a solution that ensures consistent monitoring of the ICT infrastructure, including the use of tools like Malwarebytes and Cisco Umbrella endpoint protection. The system should be able to monitor logs, alerts, and security events to promptly identify potential threats and vulnerabilities.
<b>Software and Patch Management</b>	Implement an endpoint management solution that ensures that all servers and workstations (and possibly mobile phones) can be centrally managed. The solution should enable patch and update management, remote access and troubleshooting.
<b>Security Training (KnowBe4)</b>	Deliver and potentially manage KnowBe4 license, or a comparable solutions serving security awareness trainings and simulated phishing automatically, assigning employees with personalized trainings and realistic phishing simulations.
<b>Server Backup Solution</b>	Recommend and implement an onsite and offsite backup solution for IHN servers and ensure that all backups are scheduled and are successfully running. Undertake quarterly restoration and testing of offsite backups and reporting.
<b>Clients Backup Solution for MS 365</b>	Implement Microsoft 365 backup for all end-users and ensure that MS365 data is protected from accidental deletion and security threats.
<b>Server Licenses</b>	Supply IHN with 3x Windows Server 2019 Standard OS.
<b>Virtual Servers (VMWare or Hyper-V or alternatives)</b>	Supply IHN with VMware vSphere Standard for 32 CPU cores.
<b>Documentation</b>	Standard operating procedures which guide the IHN IT function on specific applications to be implemented.
<b>Integrity and Confidentiality</b>	Demonstrated commitment to confidentiality and integrity when handling sensitive organizational and employee data.
<b>Qualification Requirements</b>	Must submit <b>valid documents</b> by the deadline of submission for pre-selection.

	<p>A Supplier/Service Provider/Contractor must submit the following documents and information at the deadline of submission, failure to submit any document or information will be disqualified: -</p> <ul style="list-style-type: none"> <li>(a) A valid – <ul style="list-style-type: none"> <li>(i) certificate of <b>business registration</b> for an entity incorporated or registered under the company or close corporation laws of Namibia, with respective members certified copy of identity.</li> </ul> </li> <li>(b) A valid certificate of <b>good standing</b> with the <b>NamRA</b>.</li> <li>(c) A valid certificate of <b>good standing</b> with the <b>Social Security Commission</b> or, in the case where a company has no employees, <b>confirmation letter</b> from the Social Security Commission.</li> <li>(d) Profiles of the lead consultant and team members (if applicable), highlighting relevant experience.</li> <li>(e) At least two references from previous similar assignments.</li> <li>(f) A financial proposal outlining the consultant’s fees and any associated costs.</li> </ul>
<b>Closing date and time</b>	Friday, 22 November 2024 at 17:00
<b>Enquiries</b>	<p>Email: <a href="mailto:jhaikela@intrahealthnamibia.org">jhaikela@intrahealthnamibia.org</a></p> <p>Telephone number: +26461303799</p>