

Terms of Reference (ToR) for Network and Server Installation at a Primary Health Facility in Somalia

Project Background

The Health Alliance for Digital Development and Action (HADDA) is a programme that aims at strengthening Somalia's digital health information system. This will provide the Ministry of Health with sound and reliable information that will be the basis for decision-making at Federal and Member State levels and provide critical input for the development partners to prioritise their health-strengthening interventions based on evidence. Based on the findings and recommendations from HIS assessment, HADDA will focus on digitalization of HMIS tools of selected health facilities and strengthening the stewardship and governance capacity of the Ministries of Health in managing the digitised health information system.

The HADDA programme will:

- Develop Health Information Management system in selected maternal and child health facilities in Banaadir, Galmudug and Puntland to improve data quality for decision making at national, regional and local level in Somalia
- Integrate the EHR system with the HMIS, the chosen platform to unify all national public health data.
- Strengthen capacity for Somalia to digitalise health data in a way that also develops the capacity of health sector professionals
- Produce evidence and track progress in the selected health clinics that will inform the further development of Somalia's health system to cover other programme areas and regions
- Strengthen cross-sector collaboration for Somalia's health strategy and service delivery for improved public health.

The project partner has procured essential equipment for establishing a local network and server solution. This ToR describes the tasks and deliverables

expected of the appointed individual consultant or company to ensure a seamless and efficient installation.

1. Objective:

- 1.1.** To set up, configure, and commission a local network and server solution that optimally utilises the procured equipment and meets the health facility's operational needs, ensuring security, reliability, and scalability.

2. Scope of Work:

The chosen consultant/company will:

2.1. Design (if not previously done):

- 2.1.1. Review the procured equipment and ensure they are fit for purpose.
- 2.1.2. Design a secure network topology and server architecture that integrates the procured equipment.

2.2. Installation and Configuration:

- 2.2.1. Set up the local area network (LAN) using the procured switches, routers, wireless access points, and other equipment
- 2.2.2. Install and configure the server(s) with Ubuntu 22.04 LTS
- 2.2.3. Set up backup and recovery systems using the available resources.
- 2.2.4. Set up electrical wiring to the resource points to ensure they are well connected to power and the UPS backup power.

2.3. Testing and Commissioning:

- 2.3.1. Conduct thorough testing to ensure the network and server operate efficiently with the procured equipment.

2.3.2. We will refer to this as the first phase of testing and the contractor must complete this deliverable by the 20th October.

2.3.3. Resolve any identified issues within the agreed timeframe of the contract.

2.4. Training:

2.4.1. Train HF staff on the basic operation, troubleshooting, and maintenance of the network and server systems.

2.5. Documentation:

2.5.1. Provide detailed documentation on the installed network and server configurations, configurations, and user guidelines.

2.6. Post-installation Support:

2.6.1. Offer technical support for the specified period after installation to ensure continuous operation.

2.6.2. Second Phase of Testing and Maintenance will take place between the 20th October - 30th November.

2.6.3. Third phase of Testing: Negotiable based on performance and feedback from Phase 1 and 2.

3. Deliverables:

3.1. Design report (if required).

3.2. Installation and configuration logs.

3.3. Comprehensive training manual and sessions for HF staff

3.4. Complete network and server documentation.

3.5. A specified period of post-installation technical support.

4. Timeframe:

4.1. The project should be completed within the specified contractual time frame of the agreement.

5. Qualifications:

- 5.1. Strong knowledge and proven experience in setting up and maintaining networks designs, including LANs and WANs,, preferably in healthcare environments.
- 5.2. Proficiency in server installation, configuration and management preferably in healthcare facilities
- 5.3. Familiarity with various server operating systems(e.g. Windows server, Linux)
- 5.4. A good understanding with virtualization technologies (e.g. VMware, HyperV)
- 5.5. Experience with firewalls, Intrusion detection systems, and encryption protocols
- 5.6. Industry recognized certifications in network and server management (e.g., CCNA, CCNP, CompTIA +, Network, MCSA, or equivalent).
- 5.7. Knowledge of healthcare-specific IT requirements and regulations.
- 5.8. Understanding of Electronic Health Records(EHR) systems and their integrations in networks will be an additional advantage.
- 5.9. Capacity to handle unexpected challenges that may arise during installation or maintenance
- 5.10. Positive references from similar projects

6. Payment Terms:

6.1. Payment will be made in three instalments:

- 6.1.1. 15% upon acceptance of the design report (if required).
- 6.1.2. 40% upon completion of the installation.
- 6.1.3. 45% after successful training and handover to the HF staff.

7. Application Procedure:

7.1. Interested consultants/companies should submit:

- 7.1.1. Company profile or individual CV.
- 7.1.2. A detailed proposal outlining the approach to the project, considering the already procured equipment.
- 7.1.3. Past projects portfolios/performance reports or references from similar projects.

- 7.1.4. Financial budget: outlining the costs associated with the activities as part of your bid.
- 7.1.5. Applications should be submitted no later than Thursday 21st September 2023 at 11:59pm East African Time (EAT).
- 7.1.6. Submit your application to procurement@nomadilab.org and with the following subject title TENDER FOR NETWORK AND SERVER INSTALLATION AT SOMALI HEALTH FACILITIES 2023'.

8. Evaluation and Compliance

Upon Completion of the project, the health facility will conduct a final evaluation to ensure that all objectives have been met. Acceptance of the network and server installation will be contingent upon successful evaluation

9. Confidentiality

All healthcare data and sensitive information encountered during the project must be handled with the utmost confidentiality and in compliance with relevant data protection laws

Should you have any queries or complaints about the procurement process, please email us at info@nomadilab.org and copy procurement@nomadilab.org into the email.