

**ANNEX III**  
**Term of Reference (TOR) – On-site Technical Support**  
**For the provision of IT Equipment Rental Service**  
**for organizing Meetings, and Short Term Office Use.**

**1. Scope:**

The service provider is required to provide the 'Provision of IT Equipment Rental Service for Organizing Meetings, and short term office use' for UNFPA APRO listed below:

**Part II. Team of Two (2) technicians to provide 'on-site technical support'**

The scope of requires service are as per below;

- To perform reliable necessary tasks in advance and check the readiness of the requirements 1 day prior to the workshop/event such as presentation files/VDO/Audio files are properly downloaded/installed on the computer. The service provider is required to liaise with the hotel directly on the set up arrangement.
- To ensure that communication via internet applications such as Skype, ZOOM (UNFPA's Video Call) are tested and connected properly and the communication run smoothly throughout the required period.
- To be able to solve possible unexpected technical problems/errors immediately.
- To be able to present in the meeting room all the time (or as required by the UNFPA).
- To follow the instruction of the UNFPA Focal Person of each workshop/event.

**2. Requirements:**

**Company profile and the two (2) designated technicians to provide on-site technical support to UNFPA's event.**

In their technical proposals, the service provider shall also provide the details of its management approach to a project including the designated 2 technicians to provide on-site technical support to UNFPA's events.

*Company's corporate Profile:*

Profile of the service provider

- Location of offices
- Summary of corporate structure and area of specialization including company registration certificate
- Detail Experience with accreditations.
- Number and type of employee
- A description of who will be assigned to the team. CVs of the two designed technician must be included. Roles, responsibilities and reporting lines of all staffs as well as those expected from UNFPA.

- The team of two designed technicians is required to present at UNFPA APRO Office for the demonstration of technical test. Date and time to be confirmed.

*Experience and Expertise:*

- The service provider should hold a minimum **2** years of experience in 'IT Equipment Rental Services for Organizing Meetings, and short term office use'.
- The service provider should give at least two references of clients for whom the company/organization has carried out work.
- The service provider should provide specific client referencing indicating names and descriptions of clients.
- The two designated technicians should hold a minimum **2** years of experience in providing 'on-site technical support'.
- The English communication skill of the two designated technicians are desirable.

**3. UNFPA APRO Arrangements**

- UNFPA will provide necessary IT Technical Training to the designated technicians of service provider prior to the implementation of the LTA.
- Coffee Breaks and Meals will be provided to the designated technicians during the workshop/ event.

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