



الهيئة المستقلة لحقوق الإنسان

ديوان المظالم

The Independent Commission for Human Rights



TOR for IT services

The Independent Commission for Human Rights (ICHR) is seeking to commission an IT company to provide software services and support in order to maintain stability for ICHR PS, computers, printers, network devices and other software applications

The IT Company is required to provide the following services:

- Supervise the planning, design, documentation, and implementation of various systems to include desktop PC's, Laptops, servers, printers, routers, network equipment, and software applications.
- Performs installation, customization and maintenance of the operating system and systems software products in support of business processing requirements.
- Conduct system analysis, process change management and development for possible improvements of operating system software; designs, develops or recommends new or revised systems or system utilities as necessary.
- Secures system by developing system access, monitoring, control, and evaluation; establishing and testing disaster recovery policies and procedures; completing back-ups.
- Monitor, measure, and report on the progress and performance of the System with recommendation to the management for evaluation.
- Provides in-depth diagnosis for operation systems software/hardware failures and develops solutions.

Requirements:

- Good Experience in IP/VPN system.
- Good experience in Video Conference systems.
- Ability to cover ICHR branches (Hebron, Nablus, Tulkarm and Bethlehem) as required.
- High response speed to solve problems not exceeding 2 hours upon request.
- Availability of call support.

	<u>Computers&laptops</u>	<u>Printers</u>
1 Ramallah	26	8
2 Nablus	5	2
3 Hebron	6	2
4 Bethlhem	1	0
5 Tulkarem	1	0
Totals	39	12

For applying for this post, please send your offers including the financial offers and the C.V of experiences with current and previous customers, to ICHR address: Ramallah – opposite to the PLC. The deadline for receiving the offers is 30.06.2010.

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مكتب الشمال : هاتف: 2335668 972 9 فاكس: 97292366408

مكتب الجنوب : هاتف: 2750549 972 2 فاكس: 0097222295443 / 0097222211120 00972222746885

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