

The Utilities Regulatory Authority (URA) is seeking to engage the service of an ICT provider for provision of onsite and remote ICT support for a period of 12-months. Any renewal will be subject to service performance.

The service requirement will cover the following ICT areas:

- Hardware
- Hardware Maintenance Services
- Licensed Software
- Software Support Services & Training
- Developed Software
- Networks and infrastructure
- Telecommunications, and
- ICT Professional Services

Following are the minimum requirements for this service:

- Outstanding in computer hardware environment (PC, Server: RAID configuration, peripherals, cabling)
- Outstanding in computer software (Database, Application Programs, Device Drivers, Operating System)
- Understanding of workstation and application installation tools
- Demonstrated record of accomplishment of excellent customer and ICT services.
- Knowledge of TCP/IP protocol and related services in a Windows Server & Exchange
- Knowledge of Microsoft 365 is a plus and other Microsoft Office Products
- Knowledge of networking principles including LAN/WAN services and basic configuration of router and Wireless Access Point.
- Responding to incidents and service requests in a timely and professional manner.
- Understanding of workstation set-up in respect of office space to promote staff mobility within the office and workplace safety requirements.

Interested applicants wishing to express their interest and submit a quote are to request a RFQ form and details relating to the scope of service for this position via:

Ms. Belinda Reuben
Manager Corporate
Utilities Regulatory Authority
Tel: (678) 23335 (extn. 300); Email: breuben@ura.gov.vu



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Vanuatu
Investment Building, NPF Compound
PMB 9093
Port Vila
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www.ura.gov.vu
Tel: (678) 23335

The RFQ should be submitted and addressed as “Confidential: RFQ URA/CS01/22”

To: Chief Executive Officer
Utilities Regulatory Authority
PMB 9093
Port Vila, Vanuatu

RFQ closing date for submissions is Friday 18th February 2022 at 16.30 PM Vanuatu Time (GMT +11).

About the Utilities Regulatory Authority

The URA was set up under the *Utilities Regulatory Authority Act No. 11 of 2007*. The Authority acts independently of the Government and its primary purpose is to increase access to safe, reliable, and affordable electricity and water services, and to promote the long-term interests of consumers throughout Vanuatu. In addition, the Authority assists to resolve consumer complaints and disputes and advises the Government on matters related to electricity and water. It also reviews tariffs under the rules of the Concessions Agreements and relevant legislation.