



Request for Quotations

Tuvalu Fisheries IT Consultant

The Tuvalu Fisheries Department (TFD), implementing the New Zealand funded Tuvalu Fisheries Support Programme (TFSP), is seeking quotations from suitably qualified and experienced consultants to improve the Information Technology (IT) systems of the Department. Details of the assignment are provided in the attached Terms of Reference.

Timing and delivery

This is a part time assignment, requiring delivery of 50-60 days in-country over a period of not more than six months, starting in or before September 2019.

Assessment of Proposals

Proposals will be assessed against the following criteria by the senior management committee of the TFD:

- Tertiary education in computer science or other relevant discipline;
- At least 8 years relevant work experience in developing countries, preferably in the Pacific Islands region;
- Previous work experience in Tuvalu if any; or work with a Pacific regional Fisheries Agency that provides IT services to Tuvalu;
- Experience in training and mentoring of counterpart staff;
- Value for money.

Submission of proposals

Interested consultants should submit the following documents in support of their proposal:

- a) Confirmation of the dates on which he/she will be available to start work and the proposed schedule of inputs;
- b) A response to the selection criteria listed above;
- c) A brief curriculum vitae of the consultant (not more than 3 pages);
- d) A detailed cost estimate including fees, air travel costs, DSA¹ and any incidentals. This will form the basis of the contract.

Proposals should be sent by email to michaelb@tuvalufisheries.tv and should reach him by 5.00 p.m. local time (in Tuvalu) on Tuesday 29th July 2019. Any questions on the proposed consultancy can be sent to the same email address and will be answered within 5 working days. This request for proposals should not be construed as an offer to any consultant contacted. TFD reserves the right to reject any or all proposals, and to negotiate with any bidder if the original proposal is not acceptable.

¹ DSA rates for this consultancy can be found at <https://www.mfat.govt.nz/en/aid-and-development/working-with-us/getting-paid/per-diem-rates/>

Terms of Reference for Technical Assistance:

Background

The Mission of the Tuvalu Fisheries Department (TFS) is to maximise social and economic returns to the people of Tuvalu through the sustainable management and wise use of Tuvalu's living marine resources. The specific objective of the TFD Corporate Plan relevant to this consultancy is:

- Improved office space, IT and internet facilities and other support arrangements have been established to allow improved delivery of TFD functions.

In early 2018, the Department moved into newly built and equipped office facilities which brought all staff under one roof for the first time. New Hewlett Packard desktop and laptop computers were purchased for all staff, as well as servers and network materials. The Department has recruited an IT Manager, and an international consultant provided inputs during 2018 to get systems working. Internet connectivity is provided through Tuvalu Telecom, as well as a V-sat dish which is mainly to link the Department to the Vessel Monitoring System managed by the Forum Fisheries Agency – however internet speeds remain slow. TFD maintains its own externally-hosted website, as well as @tuvalufisheries.tv email addresses for all staff.

For various reasons, including late delivery of hardware and insufficient transfer of knowledge, IT systems and the TFD network have not been optimised. There are also significant security risks. This consultancy is intended to complete the set-up, fix problems, improve systems, and build capacity of the local IT Manager.

Overall objective of this consultancy

The overall objective is to assist the Government of Tuvalu and the Tuvalu Fisheries Department (TFD) implement the goals of the TFD Corporate Plan by providing specialist Technical Assistance (TA) as described in this TOR. The role of the IT Consultant will be to complete the installation of hardware; improve and upgrade network systems and software; provide some basic training for all TFD staff on secure use of the IT systems; work closely with a counterpart to build capacity to manage all aspects of the IT systems; and provide an exit report documenting procedures and recommending further improvements and upgrades.

Scope of Services

The Services will be required for 50-60 days in country, delivered over a period of less than six months. The exact number of days will be specified in the contract following contract negotiation, based among other things on the proposed daily fee rate. The preference is for three periods of work in-country: a short scoping visit will be needed at the start of the assignment; followed by two longer working visits, with a gap between to allow procurement of necessary hardware and/or software.

There may be further assignments for the consultant depending on performance and availability of funding.

The Consultant will be based in the Tuvalu Fisheries Department (TFD), working alongside the IT Manager. The TFD Maintenance Officer will also assist with installation of hardware. He/she will report to the Director of Fisheries and the MFAT contracted Fisheries Adviser (Tuvalu Fisheries Adviser).

The following tasks have been identified as necessary, but other priorities may become apparent during the scoping visit and as the work progresses.

Hardware

- Label all network cables with tags, and document the cabling in the server room;
- Label all authorized desktops and laptops with proper names and set IP reservations by MAC addresses for those machines;
- Install and set up on the network a new overhead projector for the TFD conference room;
- Install and set up a large screen and related hardware for the VMS/Operations office;
- Install and set up on the network three new HP laserjet printers;
- Check on the status of the Coastal Fisheries server and advise on whether this should be repaired or scrapped;
- Install mast, antennas and equipment for a wireless bridge and nanobeam AC and set up remote back up of the TFD systems with the central Government IT system.

Software

- Ensure that all TFD desktops and laptops get windows updates through the WSUS server;
- Ensure all TFD desktops and laptops are protected by Antivirus software;
- Change passwords on TFD and LFC hosting and restrict access to those passwords while keeping copies;
- Configure access for approved TFD desktops and laptops that have not been set up on the network, or for which users have changed or forgotten passwords;
- Force users to log on to the network to use their computers at work; set up a folder system on the NAS with appropriate access to store and share work between staff;
- Purchase and set up a system such as ITSM to operate as a helpdesk and track issues;
- Ensure the 'creel survey' database – 2 MS Access Files – are automatically backed up daily on the server with backups retained for several days;
- Install SQL Server Express 2017 and arrange back-up of other SQL databases.

Training

- Work closely with the IT Manager on all of the above activities to develop capacity;
- Recommend for purchase a number of online training videos for the IT Manager for self-training;
- Provide a short training course and handout for all TFD staff on key security risks such as phishing.

Planning further improvements

During the first working visit the consultant will:

- Scope out improvements for the MCS operations room and provide detailed specifications for hardware and software needed;
- Scope out other gaps in the TFD's IT and security systems and provide detailed specifications for hardware and software solutions.

If all goes well, this equipment and software will be deployed during the second working visit.

Reports:

This consultancy requires doing rather than writing, but the following written outputs will be expected:

- At the end of the scoping visit: a workplan for the assignment, developed in consultation with relevant staff.
- At the end of the first working visit: Documentation of the system and network cabling;

specifications for hardware and software needed for the MCS operations office and the IT system more broadly; and recommendations on training videos and any other capacity building for the counterpart.

- At the end of the second working visit: an exit report detailing the work completed against the scope of services listed above; issues or problems encountered; and recommendations on future priorities and follow up.

Payment and Reporting

The Consultant must send the Director of Fisheries an invoice on the last day of the month for Services delivered during that month, including Fees, Per Diem and Expenses. This will be supported by a monthly timesheet showing days worked, location, and main activities undertaken on that day; as well as a statement of expenses supported with receipts and boarding passes in respect of travel costs.

Only days worked in-country and days spent in necessary direct travel to and from Tuvalu will be eligible for payment of fees and per diem. **There is no 'working from home' for this assignment.**

Methodology and Timing

The Consultant will be contracted by the Tuvalu Fisheries Support Programme, an activity funded by the New Zealand Aid Programme and managed by the Fisheries Department of the Ministry of Natural Resources, Funafuti, Tuvalu. This is a part-time role, entailing 50-60 working days in country over a period of six months or less. It is envisaged that the consultant will make 3 visits to Tuvalu: a scoping visit of around 4-5 working days and two working visits of around 20-25 days. The contract must be signed before 30th September 2019, and the consultant will start work as soon after contract signature as possible.

The Consultant will report to the Director of Fisheries (in the first instance), and the MFAT contracted Fisheries Adviser.

The Consultant is expected to work collaboratively with the TFD and any other Government of Tuvalu agencies in a relationship based on mutual respect and accountability, trust, fairness, and open and professional interactions.

Skills and Experience

The following skills and experience will be required to undertake the Services. The successful candidate will possess most or all of the following attributes:

- Tertiary education in computer science or other relevant discipline;
- At least 8 years relevant work experience in developing countries, preferably in the Pacific Islands region;
- Previous work experience in Tuvalu is desirable; as is work with a Pacific regional Fisheries Agency that provides IT services to Tuvalu;
- Experience in training and mentoring of counterpart staff;
- Ability to perform and deliver results in a challenging professional and logistical environment, against tight deadlines.

Performance Standards

The Consultant will deliver the Services to the professional standards of a senior technical advisor and maintain integrity, objectivity and political neutrality during the assignment. In carrying out his/her duties, the Consultant will be required to:

- Work independently under broad or limited supervision
- Recognise priorities appropriately, demonstrating an understanding of the urgency of tasks and their impact on the TFD and other stakeholders
- Plan effectively, anticipating issues, taking the initiative to address them, and developing innovative approaches to their resolution
- Demonstrate a sense of timeliness and responsibility in completing tasks
- Display a team-based approach to work, and share relevant information with counterparts, the Director and the Lead Adviser
- Maintain a high level of respect for the culture and diversity of each client and co-worker, and treat each person as an individual.

