



Solomon Islands National University

Terms of Reference

Independent Review of the Solomon Islands National University ICT Infrastructure and Services

Background

The Solomon Islands National University (SINU) was established under the SINU Act (2012) and came into effect on the 1st of January 2013 replacing the then Solomon Islands College of Higher Education. The SINU Strategic Plan 2016-2020 has now been finalised and approved by Council of Solomon Island National University. Five year Enabling plans and 2018 Action plans for each goal have been developed. The Achievement of these goals relies heavily on the presence of a solid ICT infrastructure and services, without which achievement of the goals will become impossible.

Purpose

The SINU ICT infrastructure forms the basis of the future development of the University. In the past SINU was reliant on ICT services from an outsourced vendor. During 2013, the management made a deliberate decision to acquire a dedicated server housed at SINU Kukum campus and moved the ICT services to this server with a new infrastructure. SINU has found that subsequent to this move, the Internet speed has suffered drastically and services are not up to the standards required by the users.

The key purpose of this project is to review the ICT infrastructure and services; and determine the reasons for the deterioration in services, bring the services to a speed reasonable for a University in Solomon Islands (SINU) and train the ICT staff in technical areas relating to setting up and maintaining a complicated University ICT infrastructure and services.

The ICT Technical Advisor (TA) key requirements

The TA is expected to have the proficiency to independently review the SINU ICT Infrastructure taking into account the issues raised by users, concerns of the Deans and Senior Management and other stakeholders and outline solutions. The TA must have the necessary university educational qualifications in ICT and business studies. Further, the TA must have technical skills and experience in ICT infrastructure and services to recommend necessary solutions in achieving short, medium and long term ICT requirements at SNU.

Objectives

The key objective of this project is to:

1. Independently conduct a technical review of the ICT infrastructure and services at SINU; and determine the issues relating to meeting the requirements of the users in terms of their expectations.



Scope of Work/Services

The TA will conduct an independent review in terms of achieving best short, medium and long term solutions for SINU ICT services and infrastructures, which include:

- (a) Infrastructure status and infrastructure needs for the short term, medium term and long term.
- (b) ICT systems status and needs in short, medium and long term
- (c) ICT support system software requirements (what level of infrastructure, equipment, and HR support is needed to sustain support systems which SINU uses and plans to use for student management, finance and HR management)
- (d) Standards for (i) internet for students, (ii) internet for staff, (iii) computer specs for various categories of staff/students given the financial constraints of SINU
- (e) SINU's academic and support services staff backups systems in place and those which are necessary for integrity of the institution
- (f) Disaster Recovery
- (g) Cyber security in place, and recommendations on what is feasible and affordable by SINU.
- (h) Solomon market study of equipment, and ICTHR availabilities, prices and options for procurement of these within and from abroad.

Methodology

The assessment, report and presentation of final report will be conducted in five (5) weeks period; three (3) weeks on site visit and two (2) weeks for preparation and presentation of report.

The TA is required to independently conduct a technical review of the ICT infrastructure and services at SINU and provide a report to the Vice Chancellor within five (5) weeks outlining the solutions necessary to improve the speed and effectiveness of the ICT Infrastructure and services.

The TA is also required to consult the SINU ICT Team, Deans and Senior Management Team during the consultation to determine their concerns; and to validate that the recommended solutions will fully meet the concerns. This needs to be reported accordingly in the final report.

Key Outputs and Deliverables

The TA will:

1. Prepare a final report outlining the findings and issues, provide solutions, the results achieved from implementing the solutions, and provide necessary recommendations for short, medium and long term implementation and maintenance; and upkeep of the ICT infrastructure and services.
2. Deliver a final report to the Vice Chancellor outlining the issues and solutions, ascertained from the independent technical review on SINU ICT within five (5) calendar weeks from Contract date.

Tender Closing

The tender closes at 16.30 hours, Friday 21st June 2019 (Solomon Islands time). Late entries will not be considered.



All offers must be addressed to:

The Chairman,
Tender Board Committee,
Solomon Islands National University,
Kukum Campus,
P O Box R311,
Honiara,
Solomon Islands.
Phone: 42600

Vice Chancellor's Office, Kukum Campus or email: tender.board@sinu.edu.sb

Call Mr George Tasra, phone: +677 30 111 or email: george.tasra@sinu.edu.sb for any further queries.