Terms of Reference for
IT Support Service Outsourcing

July 2025

I. INTRODUCTION

Save the Children is the leading global independent organization for children. Save the Children believes every child deserves a future. Around the world, we work every day to give children a healthy start in life, the opportunity to learn and protection from harm. When crisis strikes, and children are most vulnerable, we are always among the first to respond and the last to leave. We ensure children's unique needs are met and their voices are heard. We deliver lasting results for millions of children, including those hardest to reach.

II. SCOPE OF WORK

The service provider will be responsible for providing the following IT services to Save the Children Vietnam:

1. Computer hardware maintenance of servers, network devices, routers, access points, printers, desktops, laptops, audio/video equipment and any other equipment and devices related to IT.
2. Computer software installation, configuration and maintenance of standard software other than Save the Children's in-house applications.
3. On site hardware and software trouble shooting of laptops, desktops, printers and all network devices.
4. Coordinate with local IT suppliers and Internet Service Provider and monitor internet traffic and ensure stable bandwidth. Carry out regular speed test at least once per week and report to the Save the Children IT Focal Person.
5. Provide summary reports of service every month with specific KPIs on response time, successful resolution rate, and recurring incidents.
6. Manage local servers, routers and Network Access Points as well as cables to ensure stable network environment in the office and conduct monthly network security checks.
7. Manage the Save the Children standard Help Desk System (JIRA) and ensure Tickets are raised for all Service Request as well as Incidents and SLAs for Response and Resolution are always met. Ensure proper prioritization of each ticket and adherence to corresponding SLAs.
8. Ensure Save the Children Vietnam is compliant with all IT Security and Data Protection standards as per the SCI policies and update to the latest security standards.
9. Perform regular data backups and verify backup integrity monthly.
10. Provide basic IT Security awareness training for Save the Children Vietnam staff as requested.
11. Any IT related support task requested by Save the Children via the IT Focal person.

On-site Support Schedule:

- Regular on-site presence: The service engineer will be present at Save the Children Vietnam office four (04) half-days per week (4 business hours each session) for regular maintenance, troubleshooting, and addressing pending issues.
- The specific schedule will be agreed upon with the Save the Children IT Focal Person and can be adjusted based on operational needs.

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Support Response Time:

- Unlimited phone calls during business hours (09:00-18:00) and remote support outside business hours for emergency issues.
- Critical Issues: For emergencies, service engineer should report on site within 2 hours. Issues defined as "emergency" include: office-wide network outages, main server failures, serious security incidents, or data loss.
- Normal Issues: Reported before 12 noon, service engineer should be on site within the same day. Any request after 12:00 can be attended before 12:00 the following day. Initial response time for normal issues should not exceed 4 business hours.
- Low Priority Issues: Non-urgent requests that cause minimal disruption to operations will be resolved within 72 business hours.
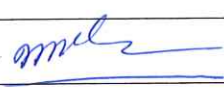
Pricing Structure:

- Lumpsum monthly fee: Covering all regular services including the scheduled on-site support (four half-days per week), remote assistance during business hours, and all services outlined in points 1-11.
- Hourly rate: For additional support beyond the scope of regular services or outside standard business hours. This rate will apply to extended on-site visits, emergency weekend support, or special projects.
- The service provider must clearly specify both the monthly lumpsum fee and hourly rate in their proposal.

Considering the scope of the support service and Save the Children's policies and standards, it is required for the service provider to assign one dedicated service engineer throughout the tenure of the agreement. Additionally, the service provider must designate a fully trained backup engineer to substitute in case the primary engineer is absent. The dedicated service engineer will be oriented by Save the Children Global & Regional IT Operations Team. The dedicated engineer will also be required to agree to the terms of agreement on SCI Cyber Security and Data Protection and maintain the practice accordingly. The dedicated service engineer will need to communicate in English if required.

The service provider will also be required to go thru the SCI IT Security assessment before the commencement of the agreement.

The contract will be reviewed every 6 months based on agreed KPIs. Save the Children reserves the right to terminate the contract with 30 days' notice if services do not meet the agreed standards.

ToR prepared by:	
ToR verified by:	*(signature)*
ToR approved by:	
Date of sign off:	

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