

# Onsite Support for Two Network Administrators

## T/ 2455618/2023

### SCOPE OF WORK:

Provide two onsite Network Administrator for three years.

- Network administrator shall be responsible but not limited to the following:
- Port Administration/Maintenance, Next Generation Firewalls (NGFW), switches, routers, System & network configuration
- knowledge of - IP addressing and networking protocols like IPv4 and IPv6
- various Networking Services such as monitoring tools, Network authentication and Authorization, Wireless Controllers, Link balancer, and some other common services
- ISP/Communication Providers and Virtual Private Networks (VPNs)
- Expertise in Application Security Domain and Web Application Firewall Management
- Expertise in Voice gateway and Call manager.
- Comply with SLA which is in Appendix A.
- Enable System and Network Audit functionality and submit required information based on business department requirement. Service provider should recommend various options regarding audit features.
- Resolving all techno issues and ensures all issues have e-tickets which follows OWWSC's ITIL standards.
- Maximize environments Availability, Performance and Security and adopt best practice approach to resolve issues.
- Maintain an inventory list of all network devices and their licensing and submit a report in quarterly bases.

- Submit a health check report for any servers when required by OWWSC Network team. This report should help OWWSC to size the Network's environment to enhance the service performance.
- Monitor and insure Network availability within all OWWSC offices and branches.
- Service provider should insure that there is no subcontracting involve in this tender.

**Note :**

The Bidder should have at least one partnership with the following OEMs (Original Equipment Manufacturer):

- CISCO
- Fortinet
- Palo Alto Network
- Aruba