TERMS OF REFERENCE FOR ICT ANNUAL MAINTENANCE SERVICES CONTRACT FOR 2025/26 AT TANZANIA MORTGAGE REFINANCE COMPANY (TMRC)

1.0 BACKGROUND.

Tanzania Mortgage Refinance Company Limited (TMRC) is a private-sector financial institution with the sole purpose of supporting banks to do mortgage lending by refinancing and pre-financing banks' mortgage portfolios. It is a mortgage liquidity facility (MLF) or referred as Secondary Mortgage Lender, designed to support long-term mortgage lending activities by Primary Mortgage Lenders (PMLs), mostly banks and other mortgage lending institutions. TMRC's operation model was adopted from other successful liquidity facilities. TMRC was established in 2010 with support from the Government of Tanzania and the World Bank with the initial aim of supporting member banks to extend long-term mortgage loans to the public through the provision of long-term funds (www.tmrc.co.tz).

2.0 PURPOSE.

TMRC seeks to engage a reputable and competent ICT vendor to provide maintenance services for its ICT equipment's for financial year 2025/26.

The range of activities to be undertaken during the assignment is enumerated in the scope of work provided below.

3.0 PERIOD OF AGREEMENT

The assignment should remain in force for a period of three years subject to the Annual performance Assessment.

4.0 SCOPE OF WORK.

The Scope of work for the Consultancy shall comprise of:
- Provide break/fix support service.
- Provide a Dedicated engineer to visit the customer at least three times a week to respond to any user issues.
- Support on Firmware update for printers and scanners during preventive maintenance.
- Perform Patch updates installation and management of servers and computers.
- Managed ICT services for the devices listed in the appendices.
- Perform Preventive Maintenance services quarterly for all ICT Infrastructure (quarterly) Devices.
- Perform cybersecurity vulnerability assessment and security assessments posture biannually and provide the report for the same.

- Maintain a record of all maintenance works undertaken within the agreements period.
- Perform a comprehensive assessment of the customers infrastructure biannually.

NOTE:
List of Items & Devices is included the appendix I included.

3.0 QUALIFICATION REQUIREMENTS FOR THE FIRM.

The consulting firm should meet the following requirements:
- The vendor should have more than 8 years' experience in conducting maintenance services of a similar nature.
- The vendor must demonstrate competence in conducting ICT AMC of similar nature.
- Technical team members assigned various TMRC tasks to at least a diploma in ICT.
- For specific technical support, the team should have Relevant certifications / qualification. E.g., Microsoft, Sophos, Cisco etc.
- The Team Leader must have at least 5 years' hands-on experience, IT Project Support, Management and Governance.

4.0 SUBMISSION OF PROPOSAL

Interested firm should submit:

- A technical proposal outlining their approach to the assignment.
- All bidders must provide at least three of three current clients' References.
- Technical profiles of team members who will be involved in the project.
- A financial proposal detailing fees and any additional costs.

Proposals should be delivered applied online via the TMRC Procurement Portal not later than 1700 hrs. on 3rd July 2025 to the address below:

The Chief Executive Officer
Tanzania Mortgage Refinance Company Limited
P.O BOX 7539
Dar Es Salaam.

N.B
In case of any technical challenges on the procurement portal *https://eprocurement.tmrc.co.tz/*

Kindly contact the below;

Email : sofia.sufiani@tmrc.co.tz
Phone: **+255(0) 743 637 980**

Email: jmlimbilah@tmrc.co.tz
Phone: **+255(0) 757 858289**

APPENDIX I:

LIST OF DEVICES FOR ICT AMC 2025/26

S/N	DEVICE NAME	DEVICE TYPE & LOCATION
FIREWALLS		
1	Sophos XGS 2100	PRIMARY -Site Firewall
2	Sophos XGS 2100	PRIMARY -Site Firewall
3	Sophos XGS 128w	DATA RECOVERY -Site Firewall
LAN SWITCHES		
1	Cisco C1000-48P-4G-L	PRIMARY-Site Switch
2	Cisco C1000-48P-4G-L	PRIMARY-Site Switch
3	Cisco 2960x	PRIMARY-Site Switch
4	Cisco 2960x	PRIMARY-Site Switch
SAN SWITCHES		
1	IBM SAN24B-5	PRIMARY-Site SAN Switch
2	IBM SAN24B-5	PRIMARY-Site SAN Switch
ACCESS POINTS		
1	Unifi U6 Pro	PRIMARY-Site Access Point
2	Unifi U6 Pro	PRIMARY-Site Access Point
3	Unifi U6 Pro	PRIMARY-Site Access Point
PBX SYSTEM		
1	GRAND STREAM UCM6204	IP PABX
IP PHONES		
1.	GRANDSTREAM GXP1625	IP PHONES
2.	GRANDSTREAM GXP1625	IP PHONES
3.	GRANDSTREAM GXP1625	IP PHONES
4.	GRANDSTREAM GXP1625	IP PHONES
5.	GRANDSTREAM GXP1625	IP PHONES
6.	GRANDSTREAM GXP1625	IP PHONES
7.	GRANDSTREAM GXP1625	IP PHONES
8.	GRANDSTREAM GXP1625	IP PHONES
9.	GRANDSTREAM GXP1625	IP PHONES
10.	GRANDSTREAM GXP1625	IP PHONES
11.	GRANDSTREAM GXP1625	IP PHONES
12.	GRANDSTREAM GXP1625	IP PHONES
13.	GRANDSTREAM GXP1625	IP PHONES
14.	GRANDSTREAM GXP1625	IP PHONES

15.	GRANDSTREAM GXP1625	IP PHONES
16.	GRANDSTREAM GXP1625	IP PHONES
17.	GRANDSTREAM GXP1625	IP PHONES
18.	GRANDSTREAM GXP1625	IP PHONES
19.	GRANDSTREAM GXP1625	IP PHONES
20.	GRANDSTREAM GXP1625	IP PHONES
21.	GRANDSTREAM GXP1625	IP PHONES

1. **PRINTERS**

S/N	PRINTER NAME	DEVICE TYPE
1	HP LaserJet 600 M603	Black
2	HP LaserJet 600 M603	Black
3	HP LaserJet 600 M603	Black
4	HP LaserJet M203dn	Black
5	HP LaserJet MFP M477fnw	Coloured
6	HP Colour LaserJet MFP M283	Coloured
7	HP LaserJet CPSS20 SERIES	Coloured
8	HP LaserJet 600 M603	Black
9	HP LaserJet PRIMARYO M203dn	Black
10	HP LaserJet MFP M477fnw	Coloured

2. **POWER DEVICES**

S/N	UPS AND AVR	DEVICE TYPE
1	Power Stabilizer - DAVR-3003 (30Kva)	AVR
2	APC SUVT 20 KVA	UPS
3	APC 6KVA	UPS

3. **DESKTOPS AND LAPTOPS**

S/N	COMPUTER NAME	DEVICE TYPE
1	HP Pro X360 435 G10	LAPTOP
2	HP Pro X360 435 G10	LAPTOP
3	HP Pro X360 435 G10	LAPTOP
4	HP Pro X360 435 G10	LAPTOP
5	HP Pro X360 435 G10	LAPTOP
6	HP Pro X360 435 G10	LAPTOP

7	HP Pro X360 435 G10	LAPTOP
8	HP Pro X360 435 G10	LAPTOP
9	HP Pro X360 435 G10	LAPTOP
10	HP Pro X360 435 G10	LAPTOP
11	HP Pro X360 435 G10	LAPTOP
12	HP Pro X360 435 G10	LAPTOP
13	HP EliteBook 845 G8 Notebook PC	LAPTOP
14	HP EliteBook 845 G8 Notebook PC	LAPTOP
15	HP EliteBook 845 G8 Notebook PC	LAPTOP
16	HP EliteBook 845 G8 Notebook PC	LAPTOP
17	HP EliteBook 845 G8 Notebook PC	LAPTOP
18	HP EliteBook 840 14-inch G9 Notebook PC	LAPTOP
19	HP EliteBook 840 14-inch G9 Notebook PC	LAPTOP
20	HP EliteBook 840 14-inch G9 Notebook PC	LAPTOP
21	HP EliteBook 845 G8 Notebook PC	LAPTOP

4. SERVERS

1	IBM X3650 M3	SERVER
2	IBM X3650 M3	SERVER
3	IBM X3650 M3	SERVER
4	IBM X3650 M3	SERVER
5	IBM X3650 M3	SERVER
7	IBM X3650 M3	SERVER
8	IBM X3650 M3	SERVER
9	IBM X3650 M3	SERVER
10	IBM X3650 M3	SERVER
11	Lenovo Think System SR650	SERVER
12	Lenovo Think System SR650	DR SITE - SERVER
13	Lenovo Think System SR650 V3	SERVER