



Civil Service Agency

MINISTERIAL COMPLEX, 540 CONGO TOWN
CSA BUILDING
MONROVIA, LIBERIA



Request for Expression of Interest (REOI)

(HOSTING OF CIVIL SERVICE AGENCY OFFICIAL WEBSITE CONSULTANCY SERVICES)

Issuance Date: Starting from Monday, January 13, 2025, for 2 weeks.

Ref: RFP NO.CSA/WH/LCS/002/2025

Assignment Title: Request for Expression of interest-Hire Firm for HOSTING OF CIVIL SERVICE AGENCY OFFICIAL WEBSITE CONSULTANCY SERVICES

1. Introduction

The Civil Service Agency (CSA) has received operational funds from the Government of Liberia (GoL) through the Ministry of Finance and Development Planning to support the strengthening of governance and public administration. The Civil Service Agency intends to apply part of the funds for hiring of a consultancy firm to carry out Dedicated Hosting of the Civil Service Agency Website. The Civil Service Agency requires the service of a **CONSULTANCY FIRM** who will provide services and demonstrate the need of a robust system that will deliver a valuable Hosting service. The consultant will work with the Information Communication Technology Division and Communication unit of the Civil Service Agency.

1. OBJECTIVES OF THE ASSIGNMENT:

- ✓ To host the CSA official website with high availability and performance,
- ✓ To manage the domain name associated with the CSA,
- ✓ To provide 700 professional email accounts for CSA staff.

2. SCOPE OF THE ASSIGNMENT:

The Civil Service Agency is seeking an experienced consulting firm or consortium of firms who will provide services and demonstrate the need of a robust system that will deliver a valuable service to the Civil Service Agency. The scope of work for this assignment includes:

- ✓ **Technical Specifications**
 - CPU:4 CPU cores
 - RAM:8 GB

- Storage:300 GB SSD
- Control Panel: cPanel for website and email management
- ✓ **Website Requirements**
 - The hosting service must support the technologies used in the CSA website (e.g., PHP, MySQL).
 - The hosting solution should ensure high uptime (minimum 99.9%).
 - Regular backups must be included as part of the service.
 - SSL certificates must be provided to ensure secure communication for the website and associated services.
- ✓ **Domain Management**
 - The service provider will manage the domain name registration and renewal.
 - DNS management should be included in the service.
- ✓ **Email Services**
 - Provision of 700 professional email accounts with custom domain.
 - Email services must include spam filtering and virus protection.
 - Webmail access and support for popular email clients must be provided.
- ✓ **Support and Maintenance**
 - 24/7 technical support for hosting issues.
 - Regular updates and maintenance of the hosting environment.
 - Monitoring of server performance and uptime.
- ✓ **Reporting**
 - Monthly reports on server performance, uptime, and any incidents.

- ✓ Server Type: Dedicated Windows Servers

Qualification of Firms

The interested firms should attach evidence of the following documents with their applications:
 Documentary proof of valid legal entity i.e. Registration with securities and Exchange Commission or Registrar of firms;

- ❖ Registration of firm/ consortium with relevant professional body, if any;
- ❖ Undertaking that the firm has not been blacklisted or debarred by any government organization;
- ❖ The firm's experience in HOSTING AND MAINTENANCE **CONSULTANCY SERVICES** in public/ private sector, if available.
- ❖ Details of major works/projects completed in public/ private sector during the last three years.

❖ Proof of Business registration, income tax and sales tax.

3. DURATION OF ASSIGNMENT:

The duration of this assignment is Twelve (12) months and based on the achievement of specific milestones predetermined by the Civil Service Agency.

SELECTION CRITERIA:

The selection process will be based on previous assignment done (hired under a competitive bidding process). The method will be in line with the PPCC Act. Main criteria for the selection will be relevant experience.

Experience of interest must be delivered in a written form clearly marked:” **Ref: Hire firm for DEDICATED CLOUD HOSTING OF THE CIVIL SERVICE AGENCY WEBSITE CONSULTANCY SERVICES for the CSA,**” at the address below in person on or before January 27, 2025, at **14:00** hours

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