



Terms of Reference

IT Expert for the Maintenance of JMT IT Operation

A. Background

The Japan-ASEAN Integration Fund (JAIF) was officially established in March 2006, based on the pledge from then Japanese Prime Minister Junichiro Koizumi at the Ninth ASEAN-Japan Summit held in December 2005 in Kuala Lumpur, Malaysia, to assist the integration of ASEAN through the ASEAN-Japan cooperation funds. In particular, the JAIF has been established to support ASEAN's integration efforts to create the ASEAN Community, by facilitating effective implementation of the Vientiane Action Programme (VAP); and the implementation of the three Blueprints of the ASEAN Community and the IAI Work Plan 2 (2009-2015), including narrowing development gaps among ASEAN Member States; and promote greater cooperation between ASEAN and Japan.

ASEAN and the Government of Japan had agreed to set up the JAIF Management Team (JMT) at the ASEAN Secretariat in 2011, in order to enhance effective utilization of JAIF (the current total amount of over US\$756 million) in support of ASEAN community building and integration efforts. The objectives of JMT are to jointly formulate and implement JAIF-funded programmes/projects together with ASEAN. JMT is responsible for planning, design, management, implementation and programming of JAIF-funded programmes/projects.

The work of JMT is heavily supported by IT infrastructure to ensure its effectiveness and efficacy. To meet the increasing demand for updated information on JAIF projects from various stakeholders, it is imperative for JMT to maintain its existing IT assets, including JAIF Database (DB), Cloud Servers, and its related networks. In this regard, JMT plans to engage an IT expert to continue carrying out these tasks. The IT expert shall provide professional services to ensure smooth operation of JMT, particularly for the maintenance of IT assets, including JAIF Database (DB), Cloud Servers, and its related networks.

B. Responsibilities and Scope of Work:

1. Assess and analyze the current IT operation of JMT and suggest the best & user-friendly operation.
2. Maintain and prevent exposure of JMT IT assets, including JAIF DB, Cloud Servers and related networks, to IT risks (see Annex 1).
3. Conduct on-site maintenance at JMT office, with on-call basis
4. Maintain JMT cloud servers for projects database and website.
5. Maintain the storage management system and backup plan of JMT system.
6. Monitor viruses/malwares activities and take preventive actions for all JMT Laptops and servers which are connected to integrated antivirus console.
7. Provide online/remote assistance to all JMT staff for IT related issues from Monday to Friday each week.
8. Support the development and revision/update of the JMT Information Security Guidelines & Standard Operating Procedure (SOP).
9. Maintain strict confidentiality in all aspects of the work.
10. Coordinate and collaborate with Information Technology Systems Division (ITSD) of The ASEAN Secretariat to ensure the IT operation of JMT is running without any problem.
11. Submit weekly maintenance report and summary for JAIF-DB server and JAIF-Website Server.
12. Coordinate and collaborate with the JAIF Website vendor for:

- a. Implementing JAIF Website project development from technical side as the IT advisor for JMT.
- b. Monitoring the implementation timeline and deliverables concerning the technical side of website management.
- c. Monitoring maintenance for JAIF-Website server by website vendor, including windows server update, software update, database backup and synchronization to Microsoft OneDrive Office 365.

C. Outputs

1. Weekly maintenance of JMT IT assets, JAIF DB, Cloud Servers, JAIF-Website and related networks (this includes the maintenance or support via remote assistance).
2. Weekly monitoring and maintenance report.
3. JMT revised/updated Information Security Guidelines & SOP.

D. Expected Duration of Service

One (1) year. The service will cover the period from 1 January 2025 until 31 December 2025.

E. Required Qualifications for IT Expert

1. Professional relevant experience in providing IT maintenance services for at least five (5) years.
2. Working experiences with non-profit or government organizations such as Japanese and/or ASEAN organization/institution is an asset.
3. Understand SQL Server 2019, ASP.NET, IIS-Management, Azure Data Studio, SSMS.
4. Understand PHP, MYSQL, Apache, XAMPP or WAMPP
5. Understand Microsoft 365 and Windows Server 2022.
6. Understand online Shared Storage management, NAS, OneDrive, SharePoint.
7. Understand network management, including LAN/WAN.
8. Understand Cloud Servers maintenance, including Google Cloud.
9. Knowledge of the JAIF DB architecture and functions is an asset.

Annex 1 - List of IT Peripherals and Services (for monitoring and maintenance)

No	Device	Brand	Qty	Status
1	Access Point	Ubiquiti / UAP-AC-Pro	4	Regular maintenance by IT Consulting Firm, Critical by 3rd party vendor
2	Access Door	Solution X304	14	In coordination with 3rd party vendor
3	Firewall	Fortigate 51E	1	Regular maintenance by IT Consulting Firm, Critical by 3rd party vendor
4	Switch	Cisco SG350	1	Regular maintenance by IT Consulting Firm, Critical by 3rd party vendor
5	NAS	Synology DS920+	1	Regular maintenance by IT Consulting Firm, Critical by 3rd party vendor
6	UPS in server rack	APC	1	Regular maintenance by IT Consulting Firm, Critical by 3rd party vendor
7	Projector	Epson	1	Regular maintenance by IT Consulting Firm, Critical by 3rd party vendor
8	Laptop	Dell	12	Regular maintenance by IT Consulting Firm, (uninstall-reinstall active antivirus to new laptops, formatting and removal of hard disks for asset disposal)
9	Laptop	HP	15	Regular maintenance by IT Consulting Firm, Critical by 3rd party vendor
10	Cloud Server for JAIF-DB	Google Cloud	1	Fully Maintain by IT Consulting Firm, including software (JAIF-DB) backup and troubleshoot, windows and database maintenance. Database need to be backup 2 times a days and periodically backup to onedrive including attachment, website file and others
11	Cloud server for JAIF-Website	Google Cloud	1	Google cloud including firewall setting maintain by IT Consulting Firm, the content of cloud server will be maintain by website's vendor. IT Expert need to monitoring the maintenance task from website's vendor
12	Online Storage	OneDrive	15	Maintain OneDrive for 15 accounts, including access right, backup from website vendor and JAIF-DB
13	Photocopy Machine	Canon Print Scan Copy	1	In coordination with 3rd party vendor, provide and maintain the scan folder in NAS. Including access from any laptop
14	Online Meeting Conference	Logitech Rally plus	1	Regular maintenance by IT Consulting Firm, Critical by 3rd party vendor
15	Online Meeting Conference	Logitech Connect Cam	1	Regular maintenance by IT Consulting Firm, Critical by 3rd party vendor
16	Antivirus and Anti Malwares	Malwarebytes for Servers and PCs	15	Daily maintenance by IT Consulting Firm through online portal application