SAF | AFRICA
Sustainable Agriculture Foundation

Highway Heights – 14th Floor,
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Info@saf-africa.org

SUSAG FOUNDATION-AFRICA EXPRESSION OF INTEREST (EOI)

Provision of ICT Support, Maintenance, and Managed Services

EOI Reference No.: SUSAG/EOI/ICT/2026/01
Issue Date: 23/11/2026
Submission Deadline: 4th December 2026
Contract Period: 1 January 2027 – 31 December 2027 (12 Months)
Country: Kenya

1. INVITATION

SUSAG Foundation-Africa invites Expressions of Interest (EOIs) from qualified, legally registered and experienced ICT service providers for the provision of ICT Support, Maintenance and Managed IT Services for a period of Twelve (12) months, renewable annually subject to satisfactory performance review and budget availability.

The purpose of this invitation is to identify competent service providers with technical expertise, personnel and operational capacity to support SUSAG Foundation-Africa's ICT environment and related technology requirements.

Shortlisted firms will subsequently be invited to submit detailed technical and financial proposals in accordance with the organization's procurement procedures.

2. SCOPE OF SERVICES

The selected service provider will be expected to provide technical support, maintenance and advisory services covering the following areas:

1. **Microsoft 365 Administration:** Configuration, administration and support of Microsoft 365 Business Premium, Exchange Online, user accounts, permissions, licensing and collaboration tools. In addition, conduct regular capacity building on MS365 applications (share point, Teams, Outlook, One Drive and planner) To strengthen staff digital capabilities and improve internal workflow.
2. **ICT Helpdesk and End-User Support:** Troubleshooting hardware, software, operating systems, applications, user accounts and other day-to-day ICT issues.
3. **Hardware and Infrastructure Management:** Support for laptops, desktops, servers, network infrastructure, connectivity and related ICT equipment.
4. **Cybersecurity and Endpoint Management:** Administration and support of Microsoft Defender for Business, Microsoft Intune, multi-factor authentication, endpoint protection, security updates and device management, including agreed BYOD arrangements.
5. **ICT Asset and Software Licensing Management:** Maintenance of asset registers, software inventories, licensing records and related documentation.
6. **Data Protection and Business Continuity:** Support for information security, incident response, backup and recovery reviews, disaster recovery planning and business continuity arrangements.
7. **ICT Advisory and Capacity Building:** Technical assessments, ICT policies, security procedures, regular staff awareness and training, technology planning and specialist ICT services as agreed.
8. **Data Migration (when necessary):** Planning, execution, validation and post-migration support for agreed emails, files, websites and other organizational information relating to SUSAG Foundation Africa.

Routine support is expected to be provided Monday to Friday, 8:00 a.m. to 5:00 p.m. Kenya time, excluding public holidays unless otherwise agreed.

Signed with Odoo Sign
Linda Akinyi
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3. ELIGIBILITY AND MINIMUM QUALIFICATIONS

Interested firms should demonstrate the following:

- Legal registration and authorization to operate in Kenya.
- At least five (5) years of relevant experience in ICT support, maintenance or managed IT services.
- Demonstrable experience in Microsoft 365 administration and related Microsoft security technologies.
- Competence in data migration, endpoint management, network support, server administration and cybersecurity.
- Availability of suitably qualified and available technical personnel.
- Appropriate information security, confidentiality and data protection practices.
- Capacity to provide responsive technical support, service reporting and ongoing maintenance.
- Financial and operational capacity to deliver services throughout the proposed contract period.

Experience supporting organizations of comparable size and complexity will be an advantage.

4. DOCUMENTS TO BE SUBMITTED

Interested firms shall submit an Expression of Interest containing:

1. A signed cover letter expressing interest in the assignment.
2. Company profile, including ownership, registration details, years of operation and core ICT services.
3. Certificate of incorporation or business registration and a valid tax compliance certificate.
4. Brief evidence of at least five (5) relevant assignments, including client names, scope of services and contract periods.
5. At least five (5) client references with contact details.
6. Profile and relevant qualifications or certifications of key technical personnel.
7. Evidence of Microsoft 365, Microsoft Defender, Microsoft Intune and data migration capabilities, where applicable.
8. A description of the firm's proposed technical approach, support model and availability.
9. A declaration of eligibility and disclosure of any actual or potential conflict of interest.

Note: This is an Expression of Interest stage. Detailed technical and financial proposals, including pricing schedules, will be requested separately if required during the subsequent procurement stage.

5. CONTRACT DURATION AND SERVICE EXPECTATIONS

The intended contract period is **1 January 2027 to 31 December 2027, renewable annually subject to satisfactory performance review and budget availability**. The successful provider will be expected to maintain appropriate service records, provide monthly ICT service reports, meet agreed service levels, protect confidential information and comply with applicable Kenyan data protection and other relevant legal requirements.

The detailed scope, service levels, deliverables, pricing arrangements and contractual conditions will be communicated to shortlisted firms at the appropriate stage.

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6. SUBMISSION INSTRUCTIONS

Interested firms should submit their Expressions of Interest using the details below:

EOI Reference: SUSAG/EOI/ICT/2026/01
Submission Email/Address: info@saf-africa.org
Deadline: 4th December 2026

Submissions must be received by the stated deadline. Late submissions may not be considered. Applicants should clearly indicate **"EXPRESSION OF INTEREST – ICT SUPPORT, MAINTENANCE AND MANAGED IT SERVICES"** in the email subject line or on the submission envelope.

7. SHORTLISTING AND RESERVATION OF RIGHTS

SUSAG Foundation-Africa will assess submissions against the stated eligibility, experience and technical capability requirements. Only firms considered suitable may be shortlisted and invited to participate in a subsequent procurement stage.

Submission of an Expression of Interest does not guarantee shortlisting, award of a contract or reimbursement of costs incurred in preparing the submission. SUSAG Foundation-Africa reserves the right to accept or reject any submission, cancel or amend the process in accordance with its applicable procurement procedures and the law.

End of Expression of Interest

Signed with Odoo Sign
Linda Akinyi
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Directors: Linda Koi (Kenyan), Mandlenkosi Nkomo (Zimbabwean), Anne Mbaabu (Kenyan)