



# Call for Service Providers- IT Consultant

**Organization: Akili Dada**

**Country: Kenya**

**Duration of engagement: 2026- 2028**

## **ABOUT AKILI DADA**

Akili Dada is an award-winning leadership incubator anchored on the belief that girls and young women CAN and DO LEAD. Our mission is to nurture transformational feminist leadership in girls and young women from underserved backgrounds to meet the urgent need for more African women in leadership.

We journey alongside adolescent girls and young women, supporting them in creating and implementing solutions to their communities' challenges. We build their capacity to lead, applying a holistic approach that encompasses financial investment, intergenerational mentorship, movement-building, and advocacy through education and leadership.

## **ABOUT THE ASSIGNMENT**

Akili Dada seeks proposals from qualified organizations to provide IT Consultancy services for Akili Dada.

## **SCOPE OF WORK**

- Hardware support- support of all computer-related hardware equipment. Activities will involve:
  - To inform the client of the number (actual inventory count and tracking) of laptops, PC's, servers, and switches located at all sites.
  - Facilitate and make recommendations on replacements or upgrades required to ensure the users can use the said equipment in running their functions.
  - Inform and advise on hardware specs for replacements and ensure correct equipment sourcing from the client's 3rd party hardware vendors.
  - Backup and restore of business data as per the client's standards (transfer data from old workstation to a new one).
- Software support- support to operating system software, application system software as well as:
  - To deploy, set up, and install applications required for running a PC or laptop. These applications are the Operating systems, antivirus applications, the client's applications, required drivers, and any specific applications like printers, network devices, etc.
  - To maintain an accurate tally/number of active and installed applications across the IT environment.
  - Manage and maintain the various applications' performance and advise on optimal at-risk applications.

- User support on specific usage- Provide support to users on the usage of specific software or resources across the network, ensure that IT facilities meet the needs of individuals and projects, and provide users with appropriate support and advice.
- Remote Support- For technical support issues.
- Software Maintenance and support, remote support of authorized software for in-scope end users and devices, including installation, testing, and maintenance. This is limited to Vendor Applications.
- Device Configuration Support: Remote support of authorized standard client device configurations for in-scope end users and devices, including the operating system, user profiles/settings, and device drivers.
- Virus and Malware Removal: Remote support for the identification and removal of viruses and other malware from in-scope affected devices, including providing remote support for virus and malware incidents that cannot be resolved by customer support.
- Corrective maintenance – correcting scenarios that cause hindrances in the normal functioning of IT infrastructure.
- Preventive maintenance – maintenance of all computer hardware to prevent quick wear and tear (blowing, cleaning, static discharge, etc.)
- Software updates, e.g., service packs, antivirus updates – routine upgrades of antivirus software, and operating system software in lieu of set standards from software developers using our Desktop management software.
- Backup services – backup of critical data with options for offsite storage.
- Change management support – Continuous review of security procedures and policies and incorporation of new personnel into infrastructure.
- Providing secure access to the network for remote users.
- Knowledge management- Recommendations and transfer of critical skills and incorporations of new technologies.
- Ensuring the smooth running of all IT systems, including anti-virus software, print services, and email provision.
- Ensuring that software licensing laws are adhered to where possible.
- Managing crisis situations that may involve complex technical hardware or software problems.
- Keeping up to date with the latest technologies and strategic advice where necessary.
- Provide monthly reports on IT support services health, ongoing tasks, completed tasks, risk identification, and mitigation measures, upcoming milestones and releases, and action items across different application areas.
- Provide a one-day weekly onsite visit to client's offices by IT Consultant.
- Be available for a quarterly review meeting with relation to the performance of the contract and services listed in the agreement herein.
- Provide end-user awareness training for all employees on the use of technology as will be agreed.

## **Service provider commitment:**

- To render the services according to the highest professional standards.
- To comply with all laws and regulations in Kenya, including the Data Protection Laws.
- The Client shall have the right to inspect and/or test the services rendered to them to confirm their conformity with the contract specifications. Should any aspect of the services that is inspected or tested fail to conform to the specifications set out under the provisions of the agreement, the client may reject the services. The service provider shall make such alterations as necessary to meet the specifications. Such alterations shall be carried out at the service provider's own cost.

## **QUALIFICATIONS**

The ideal service provider should have the following qualifications:

- Extensive experience in provision and support of IT infrastructure, software, hardware.
- Excellent communication and customer relations skills.
- Excellent problem-solving skills.

## **COSTS**

The vendor will provide comprehensive service costs inclusive of all applicable costs, e.g. taxes, and any other costs associated with the assignment. This should be submitted together with the proposal documents.

## **SUBMISSION OF PROPOSALS**

Interested and qualified vendors should submit an application letter, a profile, recommendation letters and costs and services breakdown to, [\*\*careers@akilidada.org\*\*](mailto:careers@akilidada.org) with the subject, '**AKILI DADA- IT CONSULTANT**' by **7<sup>TH</sup> FEBRUARY 2026**.

Incomplete applications will not be considered. Only shortlisted candidates will be contacted. If you are not contacted within **2 weeks** from **7<sup>TH</sup> FEBRUARY 2026**, please consider your application unsuccessful.

## **DISCLAIMER**

Akili Dada application processes are **FREE OF CHARGE**. We do not solicit funds to facilitate the processing of applications or secure admission into our programs.

Kindly contact +254 721 552 120 before paying any money to anyone claiming affiliation with us.