BENAZIR INCOME SUPPORT PROGRAMME
TERMS OF REFERENCE
SYSTEMS & STORAGE LEAD
CRISIS-RESILIENT SOCIAL PROTECTION (CRISP) PROGRAM

1. Background:

Initiated in July 2008 by the Government of Pakistan (GoP), Benazir Income Support Programme (BISP) is the first ever comprehensive and countrywide Social Safety Net (SSN) Programme. BISP's primary aim is to eradicate poverty through provision of unconditional and conditional SSNs. Unconditional SSNs through cash injection enhance buying capacity of the disadvantaged families. Through conditional SSNs schooling of the children aged 05-12 is supported. Between 2008 and 2012, BISP carried out a National Socio-Economic Survey (NSES), to take stock of the socio economic status of entire population of the country by applying a comprehensive Proxy Mean Test (PMT).

It is widely acknowledged that household demographics change to a considerable extent over a duration of five years, and often economic registries have errors at three levels i.e. (i) design, (ii) Implementation and (iii) time/aging factor which in turn affect the measure of accuracy. In consideration of these, BISP has initiated a fresh National Socio Economic Survey to update its National Socio-Economic Registry (NSER).

The World Bank is actively engaged with GoP and BISP since 2009. The World Bank's initial support to BISP came through sectorial Development Policy Credit (US$ 150)in 2009, accompanied by Social Safety Net Technical Assistance (TA) Project (US$60million). In 2012, the TA Project was restructured with additional financing of US$ 150 million to support expansion of the programme and strengthening administration & performance by introducing disbursement linked indicators (DLIs).

World Bank has further extended its support through National Social Protection Programme (NSPP), a US$ 100 million credit from IDA. It will support the GoP through, a Programme for Results (P for R) in an amount of US$ 90 million by making disbursementagainstthekeyresultsaspartoftheGovernment'sProgramme; and an Investment Project Financing (IPF) TA component in an amount of US$ 10 million to finance critical areas to achieve the quality of results.

Recently, World Bank has further extended its support through Crisis-Resilient Social Protection (CRISP) Program. Benazir Income Support Programme, Govt. of Pakistan has received financing of US$ 600 million (US$ 5 million for TA), from the World Bank towards Crisis-Resilient Social Protection (CRISP) Program, and it intends to apply part of the proceeds to payments for goods, related services and consulting services to be procured under this project.

The Program is for Results Operation with PDOs to support the development of a more adaptive social protection system that will contribute to future crisis-resilience among poor and vulnerable

households. The program has three (3) result areas focusing on; a) Building a crisis resilient delivery system; b) Establishing a Hybrid Social Protection system for resilience of poor against future crisis; c) Protecting human capital through demand-side education and health initiatives for children.

2. **Objective of the Assignment:**

BISP intends to strengthen Technology wing through filling of vacant position of System & Storage Lead. S/he will work under the direct supervision of the Director (Networks/Systems /Ops) and will be mainly responsible for Managing Windows/Linux based Physical Servers, Microsoft System Center, Backups & restorations, handling SANs, managing Active Directories and must posses sound knowledge of Emails & DNS/DHCP & routing operations.

3. **Scope and Responsibilities:**

The Systems & Storage Lead will be assigned the following tasks:

- Manages physical servers, including building and specifying new servers
- Installing operating systems; Windows Server 2022
- Hands-on experience with Microsoft System Center
- Apply operating system patches and upgrades regularly.
- Performs daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems, and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as
- Develops server and application implementation plans, custom scripts, and testing procedures to ensure operational reliability. Utilizes monitoring tools to perform monitoring, patching.
- Manages corporate backups and schedules, including performing tasks such as adding clients, restoring data, configuring backups and storage policies.
- Maintains and manages Storage Area Network (SAN), including performing tasks such as attaching servers, creating LUNs, modifying partitions, and monitoring capacity
- Establishes, maintains, and manages user accounts. Assigns configuration of authentication and authorization of directory
- Monitors and maintains the company's network email system; performs quality and spot checks of system performance.
- Troubleshoots and resolves users' problems with and related to email systems.
- Maintains current knowledge of technological developments in systems administration technology and recommends ways to take advantage of innovative
- Manage DNS/DHCP configurations
- Assessing the stability, security, and scalability of installed Windows systems.
- Discussing system and server upgrades with Line Managers.
- Installing or upgrading Windows systems and servers.
- Providing technical support for staff and back-end system users.
- Troubleshooting system and server errors.
- Reviewing system error logs and user-reported errors.
- Maintaining server architecture security and creating system backups.

- Set up accounts and workstations
- Ensure security through access controls, backups, and firewalls
- Upgrade systems with new releases and models
- Develop expertise to train staff on modern technologies
- Performs other related duties as assigned

4.   Reporting:
The Systems & Storage Lead will work under the direct supervision of Director (Net/System/Ops).

5.   Time frame of the Assignment:
Initial contract will be for one year, subject to yearly extension based on satisfactory performance, requirements and availability of funds.

6.   Remuneration:
Market based salary package depending upon the qualification and experience of the selected candidate.

7.   Selection Method:
A consultant shall be selected in accordance with the method contained in Section VII, paragraphs,7.36 and 7.37 of the "World Bank's Procurement Regulations for IPF Borrowers", July 2016 [Revised November 2017 and August 2018] ("WB Procurement Regulations"), which can be perused at the website: https://projects.worldbank.org/en/projects-operations/products-and-services/brief/procurement-new-framework.

8.   Deliverables

Deliverables	Timeline = 2 Years (Tentative)
Inception Report on respective domain projects along with Domain Review	8 Weeks

Feasibility Study of existing Network/Infrastructures/Systems along with GAP Analysis which includes key areas like
     - Network and System Optimization
     - Methodology Used
     - Security Methodologies In place
     -Industrial Best Practices Recommendations for Network/Infrastructures/Systems, Hardening, Security
	12 weeks

Performance Tuning of Databases along with their respective applications according to the submitted Feasibility Study Report.	18 Weeks per app and 54 weeks for total

	applications
Trainings and mentoring Juniors on current and newer Technologies	12 weeks
Transfer of Technology and devising continuous monitoring mechanism for future Network/Infrastructures/Systems Optimization	12 Weeks
Final Signoff with Reports of lessons learnt and Recommendations	6 Weeks

9.   **Qualifications:**
- Minimum Second Class or Grade 'C' or 2.5/4.0 CGPA, University degree (16 years of Education) or equivalent in Computer Sciences /Engineering/IT degree/ computer science or equivalent from a HEC recognized University / Institution.

10.   **Experience:**
- 10-12+ years related IT experience in organization of repute.
- Proven experience of more than 8 years in field of Internetworking covering LAN, WAN, Intranet, extranet
- Experience in administrating, designing, installing, Windows/Unix-based operating system (OS includes Windows server 2016, Redhat, Ubuntu, CentOS).
- Experience in Virtualization VMware ESXI/Vspher, KVM and Windows Hyper V.
- Experience in Installing, administrating Mail Server using Microsoft
- Exchange , Postfix/Sendmail/WHM/Cpanel
- Experience in Installation and configuration SAN / NAS Storage
- Windows 2016, 2020, 2022 based Domain Controller/ Additional Domain Controller.
- Active Directory (User Account Management, Group Policy, Primary/Secondary DNS, Failover DHCP Server configuration, FTP Server)
- Installation, Configuration and deployment of Symantec Endpoint Protection Manager
- Proven working experience in installing, configuring and troubleshooting windows-based environments.
- Solid experience in the administration and performance tuning of applications (e.g Windows Based)
- Solid Cloud experience
- Experience with virtualization and containerization (e.g., VMware, Virtual Box)
- Experience with monitoring systems
- Work experience in organization of repute preferably a Government/ National Safety Net Organization / Social Protection Program.
- Proven working experience in installing, configuring and troubleshooting windows-based environments.

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- Solid experience in the administration and performance tuning of applications (e.g. Email, DHCP, DNS & DC)
- Experience with virtualization and containerization (e.g., VMware, Virtual Box)
- Experience with monitoring systems
- Solid networking knowledge (OSI network layers, TCP/IP)

11. **Certifications:**

- CCNP
- CCIE
- Certification of Windows / Linux System Administration is plus
- RED HAT Certified System Administrator (RHCSA)
- Microsoft Security Compliance and Identity
- Fundamentals Microsoft Certified Professional(MCP)
- Microsoft Certified Systems Administrator(MCSA)
- Microsoft Certified systems Engineer(MCSE)
- Microsoft Certified Database Administrator(MCDBA)
- Cisco Certified Network Associate (CCNA)