



TERMS OF REFERENCE (TOR)

SUPPLY AND INSTALLATION OF HPE PROLIANT DL20 GEN11 4SFF RACK SERVER FOR PWWSO INFRASTRUCTURE

Type of Contract: Supply and Installation Contract – Firm

Expected Duration of Assignment: July 2026

A. BACKGROUND

Established in 1981, The Palestinian Working Woman Society for Development (PWWSO) is a non-governmental women's, mass, developmental, and learning human rights organization that contributes to developing feminist struggle within national, social, and developmental dimensions. The organization believes that liberating women is connected directly with ending the occupation and establishing a full Palestinian democratic sovereign civil state. PWWSO is active all-over West Bank, including East Jerusalem, and the Gaza Strip and is an active member in several local, regional, and global networks and coalitions.

As PWWSO continues to expand its programs and services, the organization increasingly relies on digital systems to manage operational processes, safeguard institutional knowledge, store critical data, and support communication and service delivery across its offices. Ensuring the security, availability, and reliability of these digital resources is essential to maintaining business continuity and protecting sensitive organizational information.

The growing volume of data, increased dependence on digital applications, and the need for secure backup and recovery mechanisms require a robust and resilient IT infrastructure. The absence of modern server infrastructure can lead to operational inefficiencies, increased risks of data loss, limited scalability, and challenges in maintaining secure and reliable access to organizational resources.

To address these needs and strengthen its overall digital resilience, PWWSO seeks to enhance its IT infrastructure through the deployment of a reliable and high-performance server solution. This investment will support secure data storage, backup management, application hosting, and improved system performance while ensuring greater reliability, security, and operational continuity.

It is in this context that PWWSO is seeking a competent service provider to strengthen its digital security posture. As part of this initiative, PWWSO requires the supply, delivery, installation, testing, and basic configuration of a reliable, high-performance rack server to support secure data storage, backups, secure applications, and overall IT infrastructure resilience.



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B. OBJECTIVES OF THE ASSIGNMENT

This assignment aims to:

1. Procure and install one (1) HPE ProLiant DL20 Gen11 4SFF Rack Server meeting the specified technical requirements.
2. Ensure secure configuration and integration into PWWSD's network environment.
3. Provide documentation, user training, and warranty support.
4. Enhance PWWSD's capacity for secure digital operations.

C. SCOPE OF ASSIGNMENT

The service provider shall supply one (1) HPE ProLiant DL20 Gen11 4SFF Rack Server with the following minimum specifications (or equivalent approved by PWWSD):

- **Processor:** 1 x Intel® Xeon® E-2434 3.4GHz 4-core 55W FIO Processor.
- **Memory:** HPE 32GB Dual Rank x8 DDR5-4800 Memory Kit (expandable to 128 GB).
- **Storage:** 2 x HPE 480GB SATA 6G Read Intensive SFF SSD.
- **HDD Expansion:** 4SFF (2.5in) slots included.
- **RAID Controller:** Embedded Intel VROC SATA Hybrid RAID (0/1/5/10).
- **Network:** HPE embedded 1Gb 4-port Network Adapter.
- **Management:** 1Gb Dedicated iLO 6 Remote Management Port.
- **Slots/Ports:** USB, VGA.
- **Rail Kit:** HPE 1U SFF Easy Install Rail Kit.
- **Power Supply:** 1 x HPE 800W Flex Slot Titanium Hot Plug Redundant Power Supply.
- **Warranty:** HPE 3 Years Tech Care Basic warranty.

D. DELIVERABLES

The service provider is expected to provide the following deliverables:

1. Delivery and installation of the server at PWWSD premises.
2. Basic configuration (OS installation if required, RAID setup, iLO configuration, security hardening).
3. Technical documentation and user manuals.
4. Hands-on training session for PWWSD IT staff.
5. 3-year warranty support and after-sales service.



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E. DURATION and LOCATION of ASSIGNMENT

The assignment is expected to be completed within the following timeframe:

Duration: July 2026 (delivery within 1 week of order).

Location: PWWSD office, Ramallah.

F. FINANCING THE ASSIGNMENT

Payment will be made as follows:

- 100% upon successful installation, configuration, testing, and acceptance by PWWSD.

G. QUALIFICATIONS AND EXPERIENCE

- Proven experience supplying and installing enterprise servers for NGOs or similar organizations.
- Valid source of deduction certificate and ability to issue official invoices.
- Technical expertise in HPE servers and iLO management.
- Excellent English and Arabic communication skills.

Ethical Commitment and PSEA Policy

The Palestinian Working Woman Society for Development (PWWSD) is fully committed to preventing all forms of Sexual Exploitation and Abuse (SEA). Any practices that fall under this category by employees, volunteers, or contractors working with the organization are strictly prohibited.

PWWSD adopts the United Nations definitions of SEA as outlined in document ST/SGB/2003/13:

- **Sexual Exploitation:** Any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including but not limited to, profiting monetarily, socially, or politically from the sexual exploitation of another.
- **Sexual Abuse:** The actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.

All PWWSD employees, volunteers, partners, and contractors are obligated to report any suspicions, allegations, or confirmed incidents of SEA through the organization's secure reporting mechanisms. Compliance with PWWSD's Code of Conduct and PSEA policies is mandatory under this contract.

The selected consultant will be subject to vetting procedures, including reference checks. Upon selection and prior to contract signature, the consultant will be required to read and understand PWWSD's official [PSEA Policy](#) and to sign the PSEA Self-Declaration Form. Failure to comply with these requirements constitutes grounds for contract termination.



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H. APPLICATION PROCEDURES AND DEADLINE

Interested firms are required to prepare and submit the following documents:

Financial Offer, including specifications of the server and budget of all delivery costs in EUR, including applicable taxes. Prices must be valid for 60 days. The service provider must have a source of deduction certificate and tax invoices; otherwise, 10% of the contract will be deducted.

Submission:

All offers must be submitted electronically to: admin@pwwsd.org no later than Jul. 13, 2026.

Only shortlisted candidates will be contacted.