



PROPOSAL

FOR

SUPPLY OF COMPUTER HARDWARE, MAINTENANCE, AND IT SUPPORT.

Prepared for:

GOOD NEIGHBORS INTERNATIONAL

Prepared by:

CAMBIUM TECHNOLOGIES LIMITED

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**Date &
Stamp:**

About Us

Cambium Technologies is a top-tier IT firm providing technical services and solutions ranging from; Internet Services, IT Hardware, Networking and IT Support, Last mile connectivity, Installations, Maintenance and Camera/Security Systems.

Besides being based in Kampala, we also currently have operations in; Jinja, Mbale, Soroti, Pallisa, Iganga, Moroto, Kamuli, and Kayunga.

Our Vision

Shaping and inspiring Uganda's future technology through the delivery of dependable IT Support services.

Our Mission

Delivering accuracy and dependability whilst fulfilling our customer expectations using resilient infrastructure coupled with superior hands-on expertise.

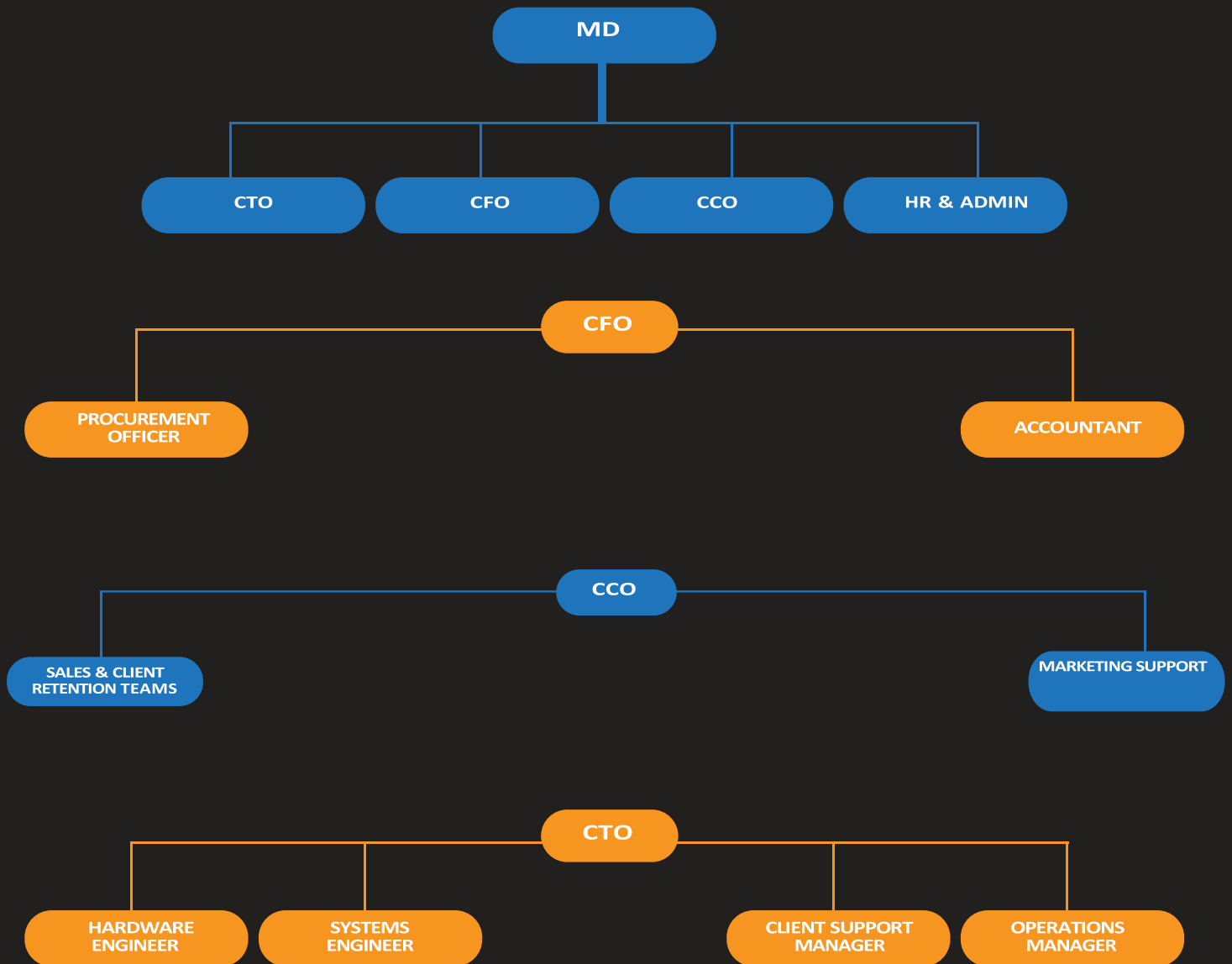
Our Core Values



Our Business Goals & Objectives

- To achieve greater nationwide coverage in Uganda by expanding our regional presence and footprint.
- To build a resilient and dependable infrastructure with an enhanced service portfolio.
- To increase our global partnership with major stakeholders and therefore provide quality and dependable services.
- To give back to the communities where we work through our involvement in various community and charitable-based projects.

Our Organogram





OUR SERVICES:

Technology has not only transformed, but also improved the way businesses and organisations operate, exist, and transact in this modern age. Our company deals in;

- Provision of Internet Services.
- Supply and Installation of Computer Hardware and Software.
- Website Designing & Hosting.
- B2B IT Consultancy Services.
- Managed Call Center Services.
- Bulk SMS as a Service.
- Stationery and Office Supplies.
- LAN Setup and Connectivity.
- Camera/Security System Supply and Installation.
- Supply of Computers & IT Equipment.

Provision of Internet Services.

Our promise is to continue providing innovation through proper diagnosis and offering customized internet solutions at the very best feature-to-price and service-to-price ratio.

Our offering caters to; Government, Enterprises, Businesses, and Organizations.





Supply and Installation of Computer Hardware and Software.

System Installation

Our computer systems supply and installation services are scalable to meet the needs of both large organizations and small businesses. We install software, and third-party hardware devices, connect desktop systems to your network infrastructure and program auto-backup devices.

The service extends to equipment purchased from other vendors and includes memory and hard drive upgrades.

Call out Service

If you are experiencing a problem with your computers and need an experienced technician on-site to quick-fix and resolve it, then we offer a chargeable call-out service. This service covers both hardware and software issues.

System Health Checks

Health checks are designed to restore your systems to full vigor. The service is customer specified, so we will do as you ask. Our teams will attend your site at your convenience and perform disk defragmentation, system rebuilds, and removal of unwanted files. We will run diagnostic tools to check for viruses and malware. Technical advice is also offered on System utilities.

System Audits

We avail a resource to help you fully audit your systems. Our teams will check all systems and provide a comprehensive report. We will make any necessary recommendations needed to improve the performance and stability of your systems.

Website Designing and Hosting.

Looking to build a new website or transform an existing website that isn't performing?

We create engaging websites that offer a very powerful user experience/engagement. Our hosting plans offer the flexibility to choose what works best for your business.





B2B IT Consultancy Services.

Business Consulting – we help to address the risks and opportunities that digital technologies are creating for your businesses. Develop an innovative, people-centric approach to meet your business needs in a comprehensive report.

Technical Advisory Consulting – Advice on how to discover, analyze and report the state of your infrastructure and recommend optimization tools needed to lubricate your operations.

Integration Consulting – Coordinate, customize and optimize the digitalization of your business processes and infrastructure in a secure environment.

Managed Call Center Services.

Does your business require the services of a Call Center to serve your customers better?

With our experience and expertise in designing and deploying multi-channel Call Center solutions for our customers, we are able to set up and offer.

- ❖ Automatic Call Distributions – ACD
- ❖ Agents and Queuing Strategies
- ❖ Interactive Voice Response (IVR)
- ❖ Live Monitoring and Dashboard
- ❖ Call Recording
- ❖ Report and Analytics

BULK SMS As a Service.

Our SMS Service aims to provide affordable and reliable messaging services to large and small businesses, public benefit organizations, and individuals.

The platform is very secure, simple, affordable, dependable, and can handle high capacity. It is web-based, with Powerful features that include address book merge functionality, history reporting, bulk imports of contacts, and many advanced SMS features.

This service gives you the opportunity to reach out to your target market through their mobile phone since a large number of our population carry a mobile phone and SMS Text Messaging can get the message through quickly and quite efficiently.





Stationery and Office Supplies.



We offer a full range of stationery and office supply services and ensure that your products are of the highest standard and comply with most regulators in the world, such as; EN 71/ASTM /ISO/BS/JIS/GB standards, REACH, LHAMA, Toxicological Risk Assessment.

Items such as;

- ❖ Pens, Pencils, and Writing gear.
- ❖ Graphite, Crayons, and Paint.
- ❖ Printing Paper – all types.
- ❖ Paper, Cards, Pads, Books, and Forms.
- ❖ Envelopes and Laptop Bags.
- ❖ Calculators.
- ❖ Postage Material and Packaging.
- ❖ Binders, Report Covers, and Indexes.
- ❖ Folders, File Folder Cases.
- ❖ Adhesives and Tapes.
- ❖ Furniture and Desktop Accessories.

LAN Setup and Connectivity

We offer both wired and wireless options to deploy Local Area Network services to you.

From network planning & design to implementation & maintenance, we ensure you get the most from your Wide Area Network connectivity.

Other Key Benefits & Features:

- » 24/7 service support.
- » Fast delivery or set up timelines.
- » Procurement, installation, management, and maintenance of LAN equipment.



Camera/Security Set up and Installation.

We are able to provide;

- Door Access Control Systems.
- CCTV Cameras (Installation/Setup).
- Intercoms.
- Intruder Alarms.
- Automatic Motion Sensor Lighting.
- Spy Camera Systems.
- Storage (remote access and Cloud storage).
- Time & Attendance Clock-in Machines.



Supply of Computers and IT Equipment.

We are independent retailers and suppliers for a variety of; Printers, Ink, Laptops, Computers, TVs, Walkie Talkies, Mouse, Whiteboards, Hard Disks, Cables, MiFi Routers, Indoor, and Outdoor Routers, Laptop Stands, and Headsets. etc.

Visit our online shop here; <https://www.cambiumtechnologies.co.ug/en/shop/detail/>





Why Cambium?

- **Symmetrical Internet Speeds:**

Our internet service offerings are symmetrical. Our customers get to adventure a faster and lighter Download experience as much as their uploads. This alone gives us the dependability and reliability that we need to exceed our customer's expectations.

- **Very Affordable Pricing:**

We offer extremely competitive pricing while maintaining our unique value proposition. Ultimately, currently, 5% of our net profits are channeled to scheduled charitable drives twice a year, which we hope to even grow with your support.

- **Quality Above Everything.**

Our device and product offerings are tested before being tried, and all the equipment that we provide come with a guarantee and warranty badge.

- **Integrity:**

We take great pride in our work; we take time to do things the right way and we request feedback regularly. We endeavor to always deliver tangible value to your business needs.

- **A Dedicated Customer Support System:**

our support is created specifically for your business needs, your target audience, your product/service portfolio, your resources, your budgeting, and your needs. We value our client's privacy, time, and reputation, so we make sure that timeliness and accuracy are top of our priorities at all times.





OUR CONTACT / ESCALATION MATRIX

Please reach out to us; Anytime, Always!

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