

Call for IT maintenance

Background

For the last 20 years CONCORD's secretariat has had external IT support. The contract with our current provider includes the leasing of IT material, maintenance, weekly coaching and the support of a remote help desk. This contract will come to an end on 31 March 2017 which is why we are opening a call for tender for our IT support. The new contract will begin on 1 April 2017 for a duration of five years.

All proposals should take CONCORD's ways of working into account. CONCORD is the European confederation of Relief and Development NGOs. We are made up of many diverse member organisations: 28 national associations, 20 international networks and 3 associate members that represent over 2,600 NGOs, supported by millions of citizens across Europe. We are a member-led organisation which means that the members give the confederation its strategic direction.

Our secretariat, based in Brussels, supports and facilitates the work of this pan-European confederation. The secretariat comprises 19 people (15 staff, and 4 interns/trainees). It is based on the 4th floor of Mundo-J building (Rue de l'Industrie 10). It is an open space office, with two small meeting rooms, and two bubble rooms for teleconferences. We also have a big meeting room downstairs equipped for teleconferences.

The secretariat has a floating desk practice which means that all colleagues, with the exception of the Finance and Resources team, changes desks on the first day of every month. We also organize many webinars, live streamings, and external meetings and staff regularly travels to meetings outside of Brussels. Social media is also a key part of our communication work.

Overall objective of the IT maintenance

To ensure that all our IT systems and devices are working and to advise us on the best IT solutions available (both in software and hardware), according to the confederation's needs, ways of working and resources, and to be the focal point for our other IT providers (Internet, phones, soft and hardware licenses)

Our requirements:

Essential: the service provider must be familiar with the NGO sector
Expertise in IT maintenance and assessment of technological needs and possibilities both in our software and hardware
Proactive in problem-solving and in providing well-adapted IT solutions
Expertise in IT coaching (on-site and remote assistance) and training development on new technologies
Expertise in gmail and webinar software
Knowledge of winbooks software, Avaya software would be an asset

Your offer should include:

The period of the agreement (five years)
The cost per day, half-day, week or month for the IT solutions and IT strategies proposed
The rates should indicate **any reductions in price for volume of work over a certain period and, where appropriate, any increases in your costs owing to annual indexation**
The rates should be inclusive of all taxes;
Should give details of your company's background and history and your working languages;



Timetable

A 5-year contract will be signed by 1 April 2017

Start-date of contract: 1 April 2017

End-date of contract: 31 **March 2022**

To Apply

Please send your proposal to marion.coat@concordeurope.org with kate.carpenter@concordeurope.org in copy **by 1 March 2017 at 17:00 CET** with the following heading in the email subject-line: CONCORD IT maintenance. The call will be open from the moment of publication on 8 February 2017 and final decisions will be taken by 15 March 2017 so that the contract can come into effect on 1 April 2017.

For any questions please call : 02 743 8760

Final Decisions:

CONCORD's choice of service provider will not be made solely on the basis of price. It will be based on a detailed analysis of the particulars relating to both the service provider (competence, previous experience, etc.) and the anticipated services (cost, quality, time-lines, etc.).

CONCORD

European NGO confederation for relief and development

