

TENDER DOCUMENTATION FOR SINGLE TENDER PROCEDURE

PART A: INFORMATION FOR TENDERER

This document contains the following parts:

- Instructions to tenderer
- Technical specifications / required services

INSTRUCTIONS TO TENDERERS

1. INFORMATION ON SUBMISSION OF THE TENDERS

Subject of the contract:

The subject of this tender is:

- Implementation of services as indicated in the technical information in the part ‘‘services required / technical specifications’’ of this document.

Deadline for submission of the tenders:

The deadline for submission of tenders is **February 3rd, 2025, at 12:00 h**. Any tender received after this deadline will be automatically rejected.

Address and meanings for submission of the tenders:

The tenderers will submit their tenders using the:

- **standard tender submission form and technical offer available in the Part B of the tender dossier AND**
- **financial offer available in the Part C of this tender dossier.**

The tender will be submitted via email at procurement@partnersalbania.org, containing the following information:

- Name and address of the tenderer
- Title of the tender: **‘‘Maintenance and Support Services for the IT Infrastructure of Partners Albania’’**.

The tenderer will provide a scan of signed original of the tender. Any tenders not using the prescribed form might be rejected by the contracting authority.

The tenderers are reminded that in order to be eligible, the tenders need to be received by the contracting authority by the deadline indicated above.

In addition to the offer, the tenderer is required to provide scanned versions the following supporting documentation:

- A company profile highlighting relevant experience
- Certifications and qualifications
- Certificate of registration QKB
- References from similar projects
- Declaration on Honor (signed)
- Bank account details to which the payments shall be made

2. TECHNICAL INFORMATION

The tenderers are required to provide services as indicated in the part ‘‘Required services / Technical specifications’’ of this document. In the tenderer’s technical offer, the tenderers will indicate more details on the deliveries, referring back to the below table.

3. FINANCIAL INFORMATION

The tenderers are required to provide the proposed monthly fee for the provision of the required services, in the Part C of this tender dossier.

4. ADDITIONAL INFORMATION

The award criteria are:

Best value for money, weighting 80% technical quality, 20% price.

The unsuccessful/successful tenderers will be informed of the results of the evaluation procedure in written.

The estimated time of response to the tenderers is 7 days from the deadline for submission of tenders.

SERVICES REQUIRED / TECHNICAL SPECIFICATIONS

1. Item Number	2. Services required
1	<p>BACKGROUND</p> <p>Partners Albania is an independent Albanian NGO established in 2001, working to support civil society and facilitate inter-sector cooperation in order to strengthen democratic institutions and advance economic development. Partners Albania builds the platforms for communities, civil society organizations, government and business and facilitates participatory processes to advance constructive change towards sustainable development.</p> <p>OBJECTIVES</p> <p>The primary objectives of the required services are:</p> <ul style="list-style-type: none">• To ensure high availability and reliability of the IT infrastructure.• To enhance the performance and security of IT systems.• To provide timely preventive and corrective maintenance.• To safeguard organizational data through robust cybersecurity measures. <p>SCOPE OF WORK</p> <p>The service provider is required to perform:</p> <p><i>IT Infrastructure Maintenance</i></p> <ul style="list-style-type: none">• Workstations and End-User Devices: Ensure diagnoses, proper configuration, software updates, support and feedback on needed hardware repairs of 18 workstations.• Storage and Backup Systems: Maintain and monitor NAS storage device, ensure individual backups are performed as per policy, and provide recovery services.• File share Server: Perform regular updates, troubleshooting, and performance optimization.• Network: Monitor, manage, and maintain routers, switches, firewalls, and VPNs.• Printers: Ensure diagnoses, proper configuration, software updates, support and feedback on needed hardware repairs. <p><i>Support and Troubleshooting</i></p> <ul style="list-style-type: none">• Provide helpdesk services for on-site and remote support.• Establish clear Service Level Agreements (SLAs) for issue response and resolution.• Offer emergency on-call support for critical incidents. <p><i>Cybersecurity</i></p> <ul style="list-style-type: none">• Check the status of the licensed antivirus installed on the Contractor's IT devices and ensuring the latest updates are performed to provide maximum protection against risks.• Conduct regular vulnerability assessments and penetration testing.• Implement and maintain firewalls, antivirus, and intrusion detection systems.• Provide real-time monitoring for cybersecurity threats.• Develop and execute incident response and recovery plans.

Documentation and Reporting

- Complete a protocol after each control, which will include: the name of the specialist who performed the control, a list of checks/services performed (technical service), evidence of defects (if applicable), and suggestions for improvements or changes, as well as evidence of incidents related to viruses and their resolution. This protocol will be presented to the Contractor and signed by representatives of both parties.

ELIGIBILITY REQUIREMENTS FOR THE SERVICE PROVIDER

Qualifications and Experience

- Minimum of 7 (seven) years of experience in IT infrastructure maintenance.
- Proven track record of managing systems similar to the Contractor's IT setup.
- Relevant certifications (please provide.)

TOOLS AND TECHNOLOGY

- The service provider must use industry-standard tools for monitoring, maintenance, and cybersecurity.

LEGAL AND COMPLIANCE

- Adherence to relevant data protection regulations.

TIMELINE

- Contract will be signed for at least one year with the possibility for extension.
- Based on the contract agreement, the service provider shall conduct an inspection onsite on monthly basis with the aim of preventing issues and installing required updates and/or firmware if required.
- Any issues at the software level (Operating System, Microsoft Office, network communication problems, router, switch) are within the scope of this contract, and the service provider is obligated to offer a solution.

BUDGET

The financial proposal should provide the monthly fee for provision of the required services.