**Terms of Reference**

**For the provision of IT Support Services for the   
Regional Youth Cooperation Office, Head Office**

**I. General information**

**Contract title:** IT support services

**Beneficiary:** Regional Youth Cooperation Office, Head Office

**Work base:** RYCO Head Office, “Skenderbej” street, 8/2/2, 8/2/5, Tirana, Albania

**Expected duration of the contract:** End of January– 31st December 2021 with the possibility of extension.

**Provisional commencement date of the contract:** End of January 2021

**Status of the service provider:** National ITCompany

**Maximum Budget Available:** 400 Euro/monthly

**II. Background**

The Regional Youth Cooperation Office (RYCO) is an independently functioning institutional mechanism, founded by the Western Balkans 6 participants (WB 6): Albania, Bosnia and Herzegovina, Kosovo\*[[1]](#footnote-1), Montenegro, North Macedonia and Serbia, aiming to promote the spirit of reconciliation and cooperation between the youth in the region through youth exchange programs. RYCO’s program focuses on creating opportunities for young people to engage in activities that build mutual understanding and reconciliation in the civic, social, educational, cultural, and sports domains. RYCO initiates and participates in policymaking and advocates for reform. It supports the development of a political and social environment that empowers and facilitates youth exchange.

**III. Objectives of Assignment**

RYCO is looking for a national service provider (contractor) which will offer an IT Help Desk for RYCO Head Office (HO). IT contractor has to provide fast and efficient technical assistance as well as to ensure smooth IT Operation (support all users and ensure IT equipment maintenance) of RYCO Head Office.

**IV. KEY DUTIES AND RESPONSIBILITIES**

The contractor will provide maintenance of RYCO’s HO IT system by analyzing requirements, resolving problems, installing hardware and software solutions, and supporting RYCO HO staff related IT issues. The Contractor will be responsible for RYCO’s internal IT support, and maintenance of equipment to ensure minimal downtime and maximum staff productivity through effective services, infrastructure improvement, monitoring and compliance to standards. Tasks include end-user support, license tracking, and performing PC maintenance, upgrades and configurations. The Contractor will be responsible for the following:

1. Timely and effective IT technical assistance and support for the users including software/hardware installation and operational support provided either in-house or remotely whenever possible.

* Performing remote troubleshooting through diagnostic techniques;
* Determining the best solution based on the issue and details provided by users;
* Assisting users through the steps of the problem-solving process;
* Proposing solutions and suggestion;
* Modifying configurations, utilities, software default settings, etc. for the local workstation;
* Assisting new users/staff with all IT related inquiries and support them in their work-station set-up;
* Installing, test and configure new workstations, equipment and software;
* Performing timely workstation hardware and software upgrades as required.

2. Timely and effective common IT support for RYCO computers and peripherals

* Providing user support for RYCO computers, printers and laptops/notebooks, docking stations, peripherals and handhelds;
* Keeping the users informed of their issue status as appropriate;
* Keeping RYCO representatives/reporting contact informed of notable IT trends, solutions and fixes;
* Assisting in the plan and implementation of new IT initiatives or migration projects, including the rollout of new installations, upgrades of hardware, software, or operating systems;
* Providing accurate information on IT products or services;
* Recording events and problems and their resolution in logs.

To fulfil these tasks and responsibilities the Contractor has to make available dedicated IT technician(s) at least 3 times per week for 2 hours in RYCO HO. The support can be provided remotely if it is possible and practical, but always to be agreed with RYCO assigned staff for this contract.

**V. TASKS AND DELIVERABLES**

* Properly functioning, secure and efficient IT network;
* Fully installed and properly functioning computer systems;
* An efficient software applications and antivirus software on the network;
* Optimized network infrastructure;
* Good working condition of systems, hardware, and equipment maintained;
* Advise RYCO Staff on the latest technology and advancement;

**VI. QUALIFICATIONS AND EXPERIENCE REQUIREMENTS**

* Duly registered legal person (Company) with requisite professional experience and knowledge of network technologies including Microsoft Windows, corporate ICT security and viral protection systems, ERP, PC/LAN operating systems and VoIP telecommunications;
* Ability to review a variety of data, identify and adjust discrepancies, identify and resolve IT operational problems;
* Knowledge of Internet connectivity, Operating System MS Windows 7/8/10, MS Windows Server 2008/2012, routers and switches;
* Knowledge of network architecture, security architecture, TCP/IP, Ethernet switches, routers, Microsoft Operating Systems, MS Windows 7/8/10, MS Windows Server 2008/2012, routers and switches;
* Computer knowledge: MS Office 2013/2016 including Word, Excel, Outlook, PowerPoint, Visio**;**
* Ability to manage work of a confidential nature and handle large volumes of work;
* Should possess experience of client support, such as, a Help Desk or User Support Unit Planning and Delivering results;
* Willingness to take ownership of issue analysis and resolution efforts and committing to “doing what it takes” to resolve technical issues regardless of effort or time required;

The contractor must have at least one key IT personnel with the following qualifications:

a) An advanced degree in Information Technology or Computer Sciences, Engineering or any other related fields;

b) At least 4 years’ experience in troubleshooting, networking, hardware and software maintenance;

c) Hands on experience in troubleshooting, networking, basic programming and relevant software applications;

d) Good command of English, both written and spoken;

e) The ability to work under challenging circumstances with minimum supervision;

**VII. TIMELINE:**

The service provider should complete all the tasks and deliverables for a period of 11 months (End of January 2021-31st December 2021).

**VIII. BUDGET AND PAYMENT MODALITY**

The selected service provider will be invited to sign a service contract with Regional Youth Cooperation Office (RYCO). The contract will be realized in Euro and the payment will be conducted in monthly installments. For the payment of each monthly installment, the contractor will be requested to submit the valid monthly invoice specifying all the tasks executed during the respective timeframe and upon admissibility of the invoice the payment will be effectuated.

The financial offer cannot exceed 400 EURO gross per month. The service provider is responsible for paying all the taxes related to this contract.

The total maximum budget available to this contract is 4800 EURO.

The potential tenderers should include in their financial offer the price per unit (month) and the total value (VAT included).

**IX. AWARD CRITERION:**

The contract will be awarded to the lowest price among technically compliant offers.

**X. APPLICATION PROCEDURE:**

Interested applicants are advised to carefully study all sections of this ToRs and ensure that they meet the requirements. Incomplete applications will not be considered. Please make sure you have provided all requested documents. Interested IT Companies should develop and submit their application and offer in English, no later than **January 7th, 2021** at **17:00**, in electronic version, to [**procurement@rycowb.org**](mailto:procurement@rycowb.org).

**The applicant must send the following documents:**

* A technical offer as per the details specified in the ToRs (all sections above);
* Certificate of Registration/Incorporation (Extract of the commercial register);
* Valid Tax Compliance Certificate;
* Company profile with list of clients and cooperation partners;
* Statement of Satisfactory Performance from the Top 2 Clients of the past years;
* Copy of the degree of the key IT personnel,
* CV of the key IT personnel;
* Financial offer.

1. This designation is without prejudice to positions on status, and is in line with UNSC 1244 and the ICJ Opinion on the **Kosovo** Declaration of Independence. [↑](#footnote-ref-1)