Tirana, 17 December 2020

**SERVICE CONTRACT NOTICE**

**1. Procedure:** Simplified procedure.

**2. Contract title: “***IT support service for Regional Youth Cooperation Office (RYCO Head Office)”.*

**3. Location:**  RYCO Head Office, “Skenderbej” street, 8/2/2 & 8/2/5, Tirana, Albania.

**4. Financed from:** *Regional Youth Cooperation Office (RYCO).*

**5. Contracting authority:** Regional Youth Cooperation Office (RYCO).

**CONTRACT SPECIFICATION**

**6. Nature of contract:**  Fee – based (on monthly basis)

**7. Contract description:**  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. (detailed description is provided in the Terms of Reference, part D of the tender dossier).

**8. Number and titles of lots:**  Sole lot

**9. Maximum budget:** The total maximum budget available to this contract is 4 800 EUR.

**CONDITIONS OF PARTICIPATION**

**10. Eligibility:** Participation in this tender procedure is open to all legal persons (Companies), that are duly registered and perform this type of activity in Albania.

**11. Number of tenders**: No more than one tender can be submitted by an Economic Operator.

In the event that an Economic Operator submits more than one tender, all tenders in which that person has participated will be excluded.

**12. Sub-contracting:**  Sub – contracting is not allowed.

**13. Grounds for exclusion**: As part of the tender, tenderers must submit a signed declaration, included in the tender form, to the effect that they are not in any of the listed exclusion situations.

**PROVISIONAL TIMETABLE**

**14. Provisional commencement of the contract:**  End of January 2021.

**15. Implementation period of the tasks**: End of January 2021 – 31st December 2021

***NOTE: Due to the ongoing situation regarding COVID 19 the above given commencement date as well as implementation period are closely dependant on the latter.***

**SELECTION AND AWARD CRITERIA**

**16. Selection criteria**

The following selection criteria will be applied to the tenderers.

1. **Qualification and professional experience of the tenderers.**

The objective of this criteria is to examine whether or not the tenderer:

* Has the professional qualification, experience, and human capacities appropriate to this contract as per the qualification and experience requirements set in the TORs as follows:

- 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:

1. An advanced degree in Information Technology or Computer Sciences, Engineering or any other related fields;
2. At least 4 years’ experience in troubleshooting, networking, hardware and software maintenance;
3. Hands on experience in troubleshooting, networking, basic programming and relevant software applications
4. d) Good command of English, both written and spoken;
5. The ability to work under challenging circumstances with minimum supervision
6. ***Financial offer***

* *The objective of this criterion is to examine if the financial offer submitted by the tenderers for the implementation of this contract is within the maximum budget available for this contract and to identify the Economic Operator offering the lowest price.*

**17. Award criteria:**  The sole award criterion will be the price. The contract will be awarded to the lowest price among technically compliant tenderers.

**TENDERING**

**17. Deadline for receipt of tenders: 07.01.2021, 17h00.**

**18. Tender format and details to be provided:**  Tenders must be submitted using the standard tender form provided in this tender dossier. To prepare their tender, Tenderers must strictly follow all the instructions indicated at “*Instructions to Tender*” and “Terms

of References” including the annexes, part of this tender dossier.

**18. How tenders may be submitted:** Tenders must be submitted in English exclusively to the contracting authority: **Regional Youth Cooperation Office (RYCO)** and be sent to the following email address:

[procurement@rycowb.org](mailto:procurement@rycowb.org)

Tenders submitted by any other means will not be considered.

By submitting a tender tenderers accept to receive notification of the outcome of the procedure by electronic means.

**19. Operational language:** All written communications for this tender procedure and contract must be in English.

**20**. **Alteration or withdrawal of tenders:** Tenderers may alter or withdraw their tenders by electronic notification sent in the same email address mentioned in point 18 prior to the deadline for submission of tenders. No tender may be altered after this deadline.

**21. Legal basis:**

**-** RYCO’s Rules for Procurement

- Statute of the Regional Youth Cooperation Office

Head of Contracting Authority

Djuro Blanusa

Secretary General