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## Annex 1: Terms of Reference / Description of service

Program title:	KCSF
Contract title:	IT infrastructure services and maintenance

### ABOUT KCSF

Kosovar Civil Society Foundation (KCSF) is an independent, non-profit organization consistently pursuing the creation of a more participatory and democratic society in Kosovo through enabling civil society to become an active actor in country's public life. Over more than 25 years, KCSF has contributed to promoting evidence-based policymaking, expanding civic space, and supporting over 750 civic initiatives with a substantial investment of over 30 million euros, as well as empowering and enriching the skills and capacities of thousands of civil society activists in Kosovo and the Western Balkans through more than 1,100 training sessions.

### SCOPE OF WORK

The aim of this procurement is to award a contract to a specialized IT services company, with a high level of thematic expertise, knowledge and understanding, to provide comprehensive IT support, including hardware and software services, for the organization's operations for the period of 24 months, with the possibility of extension.

The purpose of this contract is to ensure that the IT infrastructure of the organization is maintained, upgraded, and optimized to meet the operational needs and strategic objectives of the NGO, ensuring continuity, security, and efficiency in all digital operations.

### DUTIES AND RESPONSIBILITIES

The following are the duties and responsibilities of the service provider but are not limited to these tasks. The service provider is expected to perform all necessary activities to ensure the effective functioning, maintenance, and optimization of KCSF's IT infrastructure as per the organization's needs and any additional requirements that may arise:

#### Scope of IT Maintenance:

The scope of IT maintenance includes, but is not limited to:

- **Network Administration:** Repairing and managing the internal network.
- **Device Management:** Managing technological devices, ensuring their functionality and integration with Office 365, and ensuring proper security for each employee.
- **Hardware Support:** Repairing and maintaining both current and future computers, servers, and other technological equipment. This includes setting up networks and connecting devices such as printers, scanners, and computers to ensure smooth data exchange.

- **Network Security:** Securing the network with anti-virus solutions and other safeguards to prevent damages or potential threats during internet use or data transmission.
- **Software Maintenance:** Updating and installing software systems as needed, including security configurations, feature upgrades, and other related software.
- **Hardware Inspection and Repair:** Regularly checking hardware and replacing or repairing any damaged components to ensure secure and stable performance.
- **Data Centralization:** Centralizing all documents for all users in one secure location.
- **Printer, Scanner and other IT equipment Maintenance:** Repairing and maintaining the operating systems of printers, scanners, projectors, smartboards, etc for all users.
- **Backup Services:** Planning, implementing, and maintaining backup solutions for all KCSF employees and KCSF file servers.
- **Software Installation and Licensing:** Installing, configuring, and maintaining software applications in accordance with proper licenses.

**Reporting and Analysis:**

KCSF is entitled to request official reports and analysis from the service provider on all operations carried out, changes made, and any planned improvements necessary to enhance overall service delivery.

**Training and Support:**

KCSF may request staff training on new processes or essential changes introduced during operation. These services are part of the service provider’s offered package.

**Change Requests:**

The service provider is not permitted to implement any service changes or licensing modifications without prior approval from authorized KCSF staff. All requests for infrastructure-related changes must be submitted in writing by the designated responsible individuals, as agreed upon in the contract.

The service provider shall provide IT services in compliance with the applicable legislation in Kosovo and during regular working hours. Regular working hours are defined as five (5) days per week, from 8:00 a.m. to 4:00 p.m., Monday through Friday, excluding public holidays.

**Support Availability:**

The service provider shall provide IT services in compliance with the applicable legislation in Kosovo and during regular working hours. Regular working hours are defined as five (5) days per week, from 8:00 a.m. to 4:00 p.m., Monday through Friday, excluding public holidays.

**After-Hours Service:**

KCSF may request services to be provided outside of official working hours, subject to prior agreement with the service provider, which includes additional fees for work performed outside regular hours, on weekends, or during holidays.

**TIME PERIOD**

The process of supporting and maintaining the information technology infrastructure is expected to commence no later than December 2024.

**CONFIDENTIALITY**

The service provider must ensure confidentiality and protection of all information by fully adhering to all applicable laws on the protection of personal data and privacy.

Any information received or sent between the parties, prior to or during the implementation of the agreement for predefined services between the parties, is considered confidential and protected by the relevant legislation on data protection.

The data are not allowed to be disclosed either in full or partially to third parties, except for the state bodies for which there is a legal obligation to do so.

In the event of an obligation to share confidential information, the parties agree to designate qualified legal experts to ensure that the confidential information has been provided in the manner and to the extent necessary, and in any case, prior to providing this confidential information, the respective party is obliged to notify the other party of the obligation to disclose this information.

### **QUALIFICATION REQUIREMENTS**

KCSF shall entrust the performance of this work to a company. A commission selected by KCSF shall carry out the evaluation and select the company.

The company must possess at least 3 years of proven experience in the field of information technology services and have all the necessary resources for the performance of services in accordance with these terms of reference.

In addition to the proven experience, the information technology-qualified staff, who possess knowledge and experience in similar processes, are preferred.

### **FINANCIAL PROPOSAL**

The price in the financial proposal must be quoted in euros. Prices must be quoted exclusive of VAT, and services must be provided at fixed unit prices.

### **EVIDENCE AND CAPACITY FOR FULFILLMENT OF TECHNICAL AND PROFESSIONAL CRITERIA**

Interested companies must demonstrate experience and expertise in the field of information technology.

- Proven experience of hardware support services, including servicing/maintenance of computers, servers, and other technological equipment.
- Experience in setting up networks and connecting network devices to printers/scanners, computers, and other adequate access devices for data exchange as needed.
- Experience in securing the basic network and filtering with anti-virus equipment to prevent damages and possible threats during access or use of connections. Including installing of software systems as needed, including security settings and feature upgrades for operating systems, e-mail server applications or programs, and any other related software.

### **TERMS AND CONDITIONS**

Offers received after the receipt date specified in the tender dossier or submitted not in accordance with these instructions may, at the sole discretion of KCSF, be disregarded and returned and rejected.

KCSF reserves the right to reject any or all offers received or requests for additional explanations.

KCSF reserves the right to negotiate with one or more shortlisted bidders, upon initial evaluation of submitted offers.

No offer or any part thereof shall be deemed to have been approved, unless such approval has been notified to the bidder in writing by KCSF.

KCSF reserves the right to terminate or modify this call/invitation.

Prior to awarding the contract, KCSF may request from bidders to provide additional information or request a meeting to assist the evaluation process.

#### **APPLICATION PROCESS**

All applications should be sent to e-mail address [tender@kcsfoundation.org](mailto:tender@kcsfoundation.org) no later than on 26 of November 2024, at 23:59 o'clock