



## Invitation for Offer

*SOS Children's Villages Foundation Kosovo is non- governmental social care Organisation that supports children without parental care and children in risk of losing parental care, regardless of their ethnicity, nationality or religion.*

**SOS Children's Villages including all projects within the organization is interested in External ICT Partner**

**We hereby invite all qualified bidders to submit a Bid, in accordance with the specifications below:**

## **External ICT Partner for SOS Children's Villages Kosovo**

### **Outsourced ICT Services scope**

#### **The scope of ICT services to be outsourced**

- Delivery, installation and setup of computer workstations for end users including:
  - ✓ Sales offer of workstation components and their delivery to the end user
  - ✓ First installation of devices and adding new device to Azure AD
  - ✓ Migrating data from the old computer to the new one
  - ✓ Disposal of the outdated computer and safe deletion of data
- Provide ICT Support for end user devices
  - ✓ Respond on ICT service desk issues (onsite or online)
  - ✓ Reinstallation of end user computer, adding devices to Azure AD
- Maintenance and support of WIFI infrastructure
- Maintenance and support of printers/scanners
- Maintenance and support of network (routers, firewall, switches)
- Technical communication with third parties in order to solve issues reported.
- Support in purchase of ICT hardware and software
- Cover IT management services like:
  - ✓ ICT budgeting and ICT planning,
  - ✓ ICT project management,
  - ✓ IT infrastructure management,
  - ✓ Communication with external parties
  - ✓ and monthly report to management



## SLA

Priority	Explanation	Response time	Resolution time
High	Emergency requests related to business continuity	2 business hours	8 business hours
Medium	Regular ICT support	6 business hours	3 business days
Low	General consultation, enhancement requests that have no effect on the business continuity	48 business hours	14 business days

### **Bidders must submit:**

1. Business registration certificate/ NUI
2. CV of the staff who will provide the service
3. Certificates or references that prove experience in the relevant field
4. Financial offer (monthly services) must be quoted in euros excluding VAT
5. The offer must be signed and stamped / or with an official logo

***Before the selection of the bidder, you may be invited for a short interview.***

***Your offer must be valid for 30 days from the closing date of the Invitation for Bids***

***The contract will be signed for 2 years with the possibility of extension.***

### **Selection criteria:**

Criteria	Point
<ul style="list-style-type: none"><li>• Minimum 3+ project/ client references that prove the capacity for this field with more than 50+ PC/ Device/ Network equipment capacity</li><li>• Minimum 3 dedicated staff for the project:  One Project Manager with 10+ experience on relevant IT/Network which will handle the project, communications and reporting, Two Consultant/ Support with 5+ experience on IT/ Network field, which will handle day to day operations and support</li></ul>	35  35
<ul style="list-style-type: none"><li>• Financial proposal</li></ul>	30
<b>Total</b>	<b>100</b>

*You can send your offers until the date: 19.02.2025 to the email address: [procurement1@soskosova.org](mailto:procurement1@soskosova.org)*