

COUNCIL OF EUROPE



CONSEIL DE L'EUROPE

DIRECTORATE OF INFORMATION TECHNOLOGIES

IT SUPPORT REMOTE OFFICES

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INTRODUCTION

The Council of Europe (CoE) wishes to launch a call for tender to establish a framework contract for maintaining the information technology infrastructure and providing desktop support in the Council of Europe's external offices listed in Appendix 1, below.

The original contract is for 5 years.

1 OVERVIEW OF THE ORGANISATION

1.1 The Council of Europe

The Council of Europe, based in Strasbourg (France), now covers virtually the entire European continent, with its 46 member countries. Founded on 5 May 1949 by 10 countries, the Council of Europe seeks to develop throughout Europe common and democratic principles based on the European Convention on Human Rights and other reference texts on the protection of individuals.

The objectives are :

- to protect human rights, pluralist democracy and the rule of law
- to promote awareness and encourage the development of Europe's cultural identity and diversity
- to find common solutions to the challenges facing European society
- to consolidate democratic stability in Europe by backing political, legislative and constitutional reform.

The Council of Europe is organised in Major Administrative Entities. Among these Entities, the Directorate General of Administration is in charge to provide logistic and information technology resources for the whole agents working at the Council of Europe.

1.2 Directorate of Information Technology

The Directorate of Information Technology is responsible for providing IT services and solutions both for its main headquarters in Strasbourg and a number of satellite offices situated in its member states. The local area networks of satellite offices are connected to the main campus by VPN and management services are centralised via IT teams based in Strasbourg.

Onsite support and assistance with local infrastructure is provided by a local partner, which is the object of this call for tenders.

2 EXPECTED SERVICES

2.1 Office overview

The Council of Europe Office employs staff members (potential number indicated in the table) who use one laptop computer per person. Each computer runs MS Windows 11 and MSOffice 365. Routine maintenance is carried out from Strasbourg (updates, upgrades, network administration, security management, ...)

A local area network exists using Cisco managed switches, as well as a Cisco WiFi network providing intranet and internet access. Network maintenance and monitoring is carried out from Strasbourg.

The Office uses shared multifunction printers for printing, scanning and copying. Each user has a cloud-based email account which is managed from the Strasbourg campus. Users store data in a cloud-based document management system. Other IT tools are predominantly cloud-based with support and training being provided from Strasbourg.

The Office subnet is part of the main domain in Strasbourg; WAN connection to headquarters is via a Fortigate firewall/VPN.

The Office uses a VoIP telephone system, either integrated into the Strasbourg infrastructure or stand-alone. In either case, there is a telephone subscription from a local operator.

Each user has the possibility to reach the Strasbourg support services whenever necessary.

Remote control to the office IT infrastructure can be established from Strasbourg.

2.2 Pre-requisites :

All bidders are required to meet the following criteria:

- supply goods and services originating in members states of the Council of Europe;
- have experience in IT services including printers, Cisco LAN, Fortigate and Microsoft desktop products;
- ability to organise physical attendance at the «Office» of the given country

2.3 SCOPE OF THE FRAMEWORK CONTRACT

The object of the framework contract concerns the supply of services and their delivery to the «Office».

The services to be provided are defined as follows:

- Provide first level desktop support via telephone or email to users during the working hours (refer to Appendix 1) for problems not manageable from Strasbourg;
- Provide second level support and to attend a problem in the «Office» whenever necessary within 4 working hours;
- Be able to provide third level support (changing of parts, installation of parts and software troubleshooting);
- Be able to provide support and assistance in English (or French) whenever necessary;
- Deal with the office IT service providers (internet, phone, hardware, ...) whenever it is necessary;
- Manage network interventions when instructed by the Strasbourg based IT department;
- Assist with installation of the software/hardware of the «Office» whenever requested;
- Any other IT request, made by either the Head of Operations in «Office» or Strasbourg based IT department, relating to the Council of Europe premises in «City».

- Configure and maintain local Voip Platforms

The above list is not considered exhaustive. The Council reserves the right to request deliverables not explicitly mentioned in the above list of expected services, but related to the field of expertise object of the present Framework Contract.

In terms of quality requirements, the pre-selected Service Providers must ensure, inter alia, that:

- The services are provided to the highest professional standard;
- Any specific instructions given by the Council – whenever this is the case – are followed.

In addition to the orders requested on an as needed basis, the Provider shall keep regular communication with the Council to ensure continuing exchange of information relevant to the project implementation. This involves, among others, to inform the Council as soon as it becomes aware, during the execution of the Contract, of any initiatives and/or adopted laws and regulations, policies, strategies or action plans or any other development related to the object of the Contract.

2.4 FEES

Tenderers are invited to indicate their unit fees, by completing the table of fees in the Act of Engagement.

Fixed monthly fees:

In return for the fulfilment by the Provider of its obligations under the contract, the Council undertakes to pay the Provider a monthly fee for a total of based upon two hours per user per month.

The monthly fee will be final, includes any eventual travel expenses.

The monthly fee may be revised annually, depending on the number of agents based in the concerned external office (upwards or downwards).

It may also be revised according to the formula indicated in the act of engagement, based on inflation in each country.

Additional hours to the monthly fee contract :

The Service Provider will submit an offer without VAT per hour :

- within working hours
- per hour outside of working hours

One hour performed outside working hours will be equivalent to 1,5 hour performed within working hours.

- per hour during weekends and public holidays

One hour performed during weekends and public holidays will be equivalent to 2 hours performed within working hour.

These fees will be final and will include any eventual travel expense and will not be subject to review.

These fees will only be applicable if the services have been preliminarily requested or agreed in writing by the Council of Europe and if the total number of annual hours defined in the contract is exceeded.

For additional hours, each time an Order Form will be sent, the selected Provider undertakes to take all the necessary measures to send it **signed** to the Council within 2 (two) working days after its reception.

3 HOW WILL THIS FRAMEWORK CONTRACT WORK? (ORDERING PROCEDURE)

Once this consultation and the subsequent selection are completed, you will be informed accordingly. Deliverables will then be carried out on the basis of Order Forms submitted by the Council to the selected Service Provider(s), by post or electronically, on **an as needed basis** (there is therefore no obligation to order on the part of the Council).

For additional hours, each time an Order Form will be sent, the selected Provider undertakes to take all the necessary measures to send it **signed** to the Council within 2 (two) working days after its reception.

APPENDIX 1

Locations:

	Office	Number of staff	Office opening hours
Lot 1	Kyiv	93	9 a.m. to 5:30 p.m.
Lot 2	Ankara	35	9 a.m. to 5:30 p.m.
Lot 3	Baku	13	9 a.m. to 5:45 p.m.
Lot 4	Belgrade	35	9 a.m. to 5:30 p.m.
Lot 5	Bucharest	38	9 a.m. to 5:30 p.m.
Lot 6	Chisinau	65	9 a.m. to 5:30 p.m.
Lot 7	Podgorica	18	9 a.m. to 5:30 p.m.
Lot 8	Pristina	26	9 a.m. to 5:30 p.m.
Lot 9	Rabat	14	9 a.m. to 5:30 p.m.
Lot 10	Sarajevo	34	9 a.m. to 5:30 p.m.
Lot 11	Skopje	18	9 a.m. to 5:30 p.m.
Lot 12	Tbilisi	30	10 a.m. to 6:30 p.m.
Lot 13	Tirana	34	9 a.m. to 5:30 p.m.
Lot 14	Tunis	17	9 a.m. to 5:30 p.m.
Lot 15	Yerevan	37	9 a.m. to 5:45 p.m.
Lot 16	Lisbon	12	9 a.m. to 5:30 p.m.
Lot 17	Brussels	12	9 a.m. to 5:30 p.m.