

Call for Tender for IT management services

The Alliance of Liberals and Democrats for Europe Party (ALDE Party) brings together parties with common liberal, democrat and reform ideas from more than 40 European countries. The Brussels-based ALDE Party Secretariat supports the activities of the Party; organises its meetings; manages its external communication; and facilitates European policy development and networking amongst liberal parties.

Long-term services contract for IT management services

1. Purpose of the contract

The aim of this tender is to acquire outsourced IT services that support the needs of our organization, composed of a multicultural staff of **21 employees**. The selected contractor will work closely with the Secretariat to ensure optimal performance of IT systems, support end-users, and maintain high standards of cybersecurity and business continuity.

The start of service delivery is foreseen for 1 January 2026. This date excludes the migration period from the current provider to the awarded contractor, which shall take place prior to the official start of service delivery.

2. Nature and duration of the contract

The contract is a mixed services agreement comprising both recurring and on-demand services.

- Recurring services will be provided on a continuous basis and remunerated through a fixed monthly flat fee. The services for which we desire a monthly flat fee are indicated in the Financial Form contained in Annex I to this tender.
- On-demand services will be activated as needed by the contracting authority during the contract period. These will be remunerated based on unit prices (e.g., hourly rate, per deliverable, or per intervention), as specified in the financial offer. The volume and frequency of these services cannot be determined in advance and will depend on actual needs, and will be requested in writing via order forms.

The contract will be concluded for an initial duration of twelve (12) months, starting 1 January 2026. It may be renewed for up to four (4) additional years, on an annual basis, subject to satisfactory performance by the contractor and the availability of budgetary resources.

3. Estimated value of the contract: 200.000€ excluding VAT based on an indicative annual expenditure of 40.000€ excluding VAT. These values are provided for reference purposes only and do not constitute any obligation for the ALDE Party to commit to these amounts.

4. Price revision

The fees stipulated in the offers submitted to this tender are subject to potential review and adjustment to account for inflationary factors as of year 2 following the signature of the agreement. Such adjustments,

if necessary, will be determined based on changes in the Consumer Price Index (CPI) with the application of the following formula:

$$Pr = Po \times (Ir / Io)$$

where:

Pr = revised price

Po = price in the tender

Io = index for the month in which the framework contract enters into force

Ir = index for the month in which the request to revise prices is received

The applicable index shall be the Consumer Price Index (CPI) for Belgium, published by Statbel.

5. Detailed description of the services to be provided

5.1 A description of the domains is given hereafter. It should be noted that the descriptions are indicative, and the definitions are non-exhaustive:

1. Remote support:
 - access to IT company support
 - remote maintenance and support of our cloud-based servers
 - infrastructure monitoring and backup management including continuous monitoring of the IT environment for threats and vulnerabilities, timely application of security patches, and support in implementing cybersecurity best practices across the organisation.
 - monitoring of licenses and notifications for renewal.
2. Unlimited remote support to users: the selected provider will act as the primary IT service desk for the organisation and shall deliver unlimited remote support during standard business hours (Monday to Friday, 08:30 – 18:00 CET). Extended support hours (weekends and public holidays, 09:00 – 17:00 CET) may be requested and should be quoted separately. The required support model must include:
 - Unlimited remote troubleshooting and assistance via phone, and/or email, and/or ticketing system, and/or remote access tools (e.g. TeamViewer, AnyDesk, or equivalent).
 - Proactive monitoring and maintenance of server infrastructure
 - Daily backup monitoring and alert management (24/7).
 - Monthly preventive maintenance, including system updates, restarts, and performance checks

- Clear and up-to-date documentation of the IT environment and configurations.
 - Incidents and service requests management:
 - Processing and tracking of incidents (e.g. system errors, outages) and service requests (e.g. software installation, password resets).
 - Appropriate categorisation, prioritisation, escalation, and closure of tickets in accordance with agreed procedures (in case a ticketing system is applicable)
 - No on-site intervention is expected under this contract, except in exceptional cases, to be agreed on separately.
 - Comprehensive 1st and 2nd line support, including:
 - Support for standard commercial off-the-shelf (COTS) software and cloud-based tools used by the organisation.
 - Troubleshooting, incident resolution, and liaison with third-party software vendors when necessary.
3. User's management: creation, modification, and removal of user accounts.
 4. Hardware management: remote setup, updates, troubleshooting, including proper setup, configuration, and ongoing management of all network-connected printers used by the organisation. The contractor should also be able to manage our firewall (firewall Sophos XGS118 S/N
 5. Software installation and updates via remote tools (e.g. Intune, SCCM).
 6. Inventory management of software and hardware
 7. Telephony support: the organisation currently uses the external provider Telavox for the office manager's phone line, while other employees use their personal mobile phones for work-related communication.
 8. Cloud-storage services (e.g. Dropbox or other similar solutions).
 9. Liaison with third-party vendors for supported tools when required.

5.2 Services that might be required on an ad-hoc basis but should not be included in the pricing of the standard support pack:

- On-site support
- Trainings
- Major IT infrastructure changes, office moves, purchasing or installation of new hardware or pick-up for recycling of hardware.

- Purchasing of licenses or domains
- GDPR-related advisory or audit support.
- Other IT services not covered by section 5.1
- Support for out-of-warranty hardware or unsupported legacy software (unless specified).

5.3 Support Hours

- Standard support hours: Monday to Friday, 08:30 – 18:00 CET
- Optional extended hours: weekends/Belgian holidays from 09:00 – 17:00 CET (please quote separately)

5.4 Transition and handover obligations:

Tenderers must commit to actively collaborate with the current provider and with the contracting authority to minimize the cost and the impact on the service during the migration from the current situation, if applicable. No additional costs for the contracting authority shall result from this migration procedure. The contracting authority will rely on the IT service provider for expert advice regarding any potential changes or improvements to the existing IT systems, licenses, and related components.

Additionally, at the end of the contract a lead-out and hand-over period is required to seamlessly and transparently hand-over the services to a new service provider without impacting the services or degrading the service levels. This period is an integral part of the service provision. The service provider must commit to handing over any relevant information to a potential future contractor in order to ensure a smooth transition and the business continuity. No additional costs for ALDE Party shall result from this handover procedure.

6. Subcontracting

A contractor may subcontract part of the services. Tenderers must state what part of the work, if any, they intend to subcontract and to what extent (i.e. what percentage of the total contract value). If awarded the contract, the contractor may not choose subcontractors other than those mentioned in the bids unless they obtain the prior written authorisation of ALDE Party. The overall responsibility of the work remains with the contractor. Subcontractors must be based in the EU.

7. Exclusion and selection criteria

7.1 Exclusion criteria

Participation in this tender procedure is only open to tenderers (all entities of all sizes involved) that are not in a situation of exclusion as specified in Annex II, which includes:

- bankruptcy and insolvency situations;
- non-payment of taxes or social security contributions;
- grave professional misconduct;
- fraud, corruption, participation in a criminal organisation etc.;

- serious breach of contract.

7.2 Technical and professional selection criteria

- Suitably qualified and experienced manpower. The manpower must meet, minimum, the job profile descriptions contained hereinafter:
 - o English level B2
 - o Bachelor degree of 3 years attested by a diploma.
 - o Strong communications skills
 - o Good understanding of IT security and best practices
 - o Experience in communicating in English with non-native English speakers
 - o Proven IT Service Desk experience of minimum 3 years
 - o Proven customer service experience of minimum 3 years
 - o Good organizational skills and the ability to work responsibly with or without direct supervision
 - o Team player with a willingness to offer and provide help to non-technical users;
 - o The ability to work in unusual situations, flexibility and a willingness to undertake tasks not directly related to the job description
 - o Good problem-solving skills; ability to visualize a problem or situation and think abstractly to solve it
 - o Ability to handle a constantly changing flow of traffic
 - o An ability to build good and strong relationships with the End-User base
 - o The ability to exercise patience and to remain composed and professional always and especially when under pressure;
 - o Working knowledge of common operating systems and software
 - o Ability to provide support over the phone; excellent phone conversation skills, professional demeanour.

Evidence requested: provide the CVs/Linkedin profiles/staff's website references for the proposed personnel for this tender. Also, sign the honor declaration form contained in Annex II duly signed and dated by an authorised representative, as part of their tender response, stating that you fulfil the applicable technical and professional criteria.

- Relevant experience in provision of similar services to comparable clients in the past (3) three years. Tenderers are required to demonstrate that within the past three years they managed at least three IT Outsourced Service Desk contracts of a similar scale (similar scale means similar volume of at least 200.000 € excl VAT contracts over 5 years). Evidence requested: Details of customer name and address, contract references, brief description of work undertaken, key technologies used, and feedback given by the clients.
- The tenderer must ensure the ability to travel to our premises at Rue d'Idalie 11, 1050 Brussels within a maximum of 3 hours. Evidence requested: address of the company and declaration (Annex II) confirming ability to ensure on-site presence within 3 hours when requested.

8. Award criteria:

The contract will be awarded on the basis of the best value for money award criteria, taking into account both quantitative and qualitative criteria weighted as indicated in the table below.

Should the outcome of the evaluation lead to two or more tenders with the same result, the tenderer who has been awarded the highest marks for quality will be deemed to be the most economically advantageous tender. This approach will continue to be applied to each of the award criteria in the order listed above until a most economically advantageous tender can be determined.

The quality of the tender will be evaluated based on the following criteria:

| Qualitative award criteria (50%) | Maximum points |
|---|----------------|
| <p>1. Overview of service management, methodology for collaboration and remote support (user experience)</p> <p>This criterion assesses the quality and suitability of the proposed methodology for collaboration between the tenderer and the contracting authority, with a focus on the remote IT support services.</p> <p>The evaluation will consider how the tenderer ensures effective communication, information flows, responsiveness, and traceability of support interventions in an outsourced IT environment.</p> <p>The tenderer must describe in writing:</p> <ul style="list-style-type: none"> • The overall methodology for handling remote support requests (incident and service requests). • The support channels made available to end users (e.g. ticketing system, and/or email, and/or phone, and/or remote access tools). • The internal workflow from issue reception to resolution (including categorisation, prioritisation, escalation, closure and response and resolution times). Only if ticketing solution is proposed. • How the contracting authority's users will interact with the support system (e.g. interface, steps to submit a request). • How service levels are tracked and reported to the contracting authority (e.g. dashboards, monthly reports, KPIs). • How recurrent issues, feedback, and service improvements are handled (e.g. regular review meetings or feedback loops). <p>Evidence required:</p> <ul style="list-style-type: none"> • A written explanation of the methodology and tools. • Screenshots or other visual material showing the user interface of the support/ticketing system. | 60 |
| <p>2. Technical quality, coverage of services and operational delivery</p> <p>This criterion assesses the adequacy, completeness, and realism of the tenderer's proposed approach to delivering the full scope of IT management services required by the contracting authority.</p> | 40 |

| | |
|---|----------------|
| <p>The evaluation will focus on how the tenderer plans to deliver quality support across all service domains, maintain operational reliability, and ensure service continuity both at contract start and closure.</p> <p>The tenderer must describe in writing:</p> <ol style="list-style-type: none"> 1. Service delivery per domain: technical approach, tools and processes used to deliver the following services: <ol style="list-style-type: none"> a. User management (creation, modification, removal of accounts) b. Hardware and endpoint management (setup, updates, troubleshooting) c. Remote software installation and updates d. Inventory management of software and hardware: include references to any workflows available for the inventory's management e. Telephony support f. Management of Microsoft 365 and other cloud productivity tools g. Monitoring of licenses and renewal notifications h. Liaison with third-party vendors for supported tools 2. Proactive maintenance and monitoring <ol style="list-style-type: none"> a. Approach to proactive server monitoring, daily backup checks (24/7), and monthly preventive maintenance b. How alerts and system performance issues are addressed c. Tools used for monitoring, alerting, and reporting 3. Operational capacity <ol style="list-style-type: none"> a. Internal team organisation, roles and responsibilities b. Availability and continuity measures (e.g. backup personnel, workload management) c. Experience in supporting organisations of similar size and complexity 4. Transition and handover commitments to ensure delivery of services as of 1 January 2026 <ol style="list-style-type: none"> a. Methodology and timeline for ensuring a seamless migration from the current provider, with no disruption or extra cost b. Commitment to support end-of-contract handover to a future provider, with full knowledge transfer and no additional cost <p>Evidence required:</p> <ul style="list-style-type: none"> • A written technical proposal covering all points above • Organisational chart or overview of operational roles • Screenshots or visuals of key tools used for monitoring, documentation, or configuration management (optional) | |
| Quantitative award criteria (50%) | Maximum points |
| 3. Price | 100 |

9. We offer:

The contract will be concluded for an initial duration of twelve (12) months. It may be renewed for up to four (4) additional years, on an annual basis, subject to satisfactory performance by the contractor and the availability of budgetary resources.

10. How to apply

Please apply by sending a detailed proposal in French or English, addressing the below elements:

1. Overview of your entity addressing among other elements its background, experience, outreach and expertise in providing the required services.
2. Written explanation of the proposed methodology and tools for collaboration and remote support. Refer to description of award criteria nr 1. Include screenshots or other visual materials showing the user interface of the support/ticketing system, if available.
3. Written explanation to demonstrate the technical quality, coverage of services and operational delivery. Refer to description of award criteria nr 2.
4. Organisational chart or overview of operational roles within the entity. Provide the CVs/Linkedin profiles/staff's website references for the proposed personnel for this tender.
5. Details of customer name and address, contract references, brief description of work undertaken, key technologies used, and certificates of satisfactory execution issued by the clients to prove relevant experience in provision of similar services to comparable clients in the past (3) three years (selection criteria nr 2).
6. Financial form (Annex I).
7. Selection and exclusion criteria (Annex II)

Application without all the requested information and documentation will not be considered.

11. Deadlines

Tenders must be submitted filled in and signed, by **5 September 2025** at 23:59 CET to Gisela Ducaille Sinués, Compliance and Finance Manager, at compliance@aldeparty.eu. The deadline for the selection of the tenderer is set by 1 October 2025.

For any questions regarding this call for tender, please contact us at compliance@aldeparty.eu.