

Brussels, 05/08/2025

Questions 1 to 13 for *Call for tender - IT management services (outsourced)*

Questions on general objectives and expectations

1. Are there any pain points you want to eliminate?

Answer: currently, we use Dropbox as our primary solution for file storage. However, it is quite costly, and we are interested in exploring alternative options. Our Dropbox account currently holds approximately 3.91 TB of data, the heavy weight mainly due to the storage of photos and videos. While we have already reviewed several alternatives and have yet to find a clearly superior option, we remain open to any proposals that could offer better cost-efficiency or functionality.

Size:	3,91 TB (4.305.577.609.533 bytes)
Size on disk:	4,09 GB (4.400.013.312 bytes)
Contains:	491.020 Files, 99.438 Folders

2. What has worked or failed for you in the past?

Answer: What has worked well for us in the past is the absence of security incidents, this is a key priority given the nature of our organisation, and we greatly value the stability and reliability that has supported this outcome.

On the other hand, what has not worked well is a lack of flexibility from some IT providers in adapting to technologies beyond their standard recommendations. We are looking for partners who are open-minded, adaptable, and willing to work collaboratively with the tools and solutions that best fit our needs.

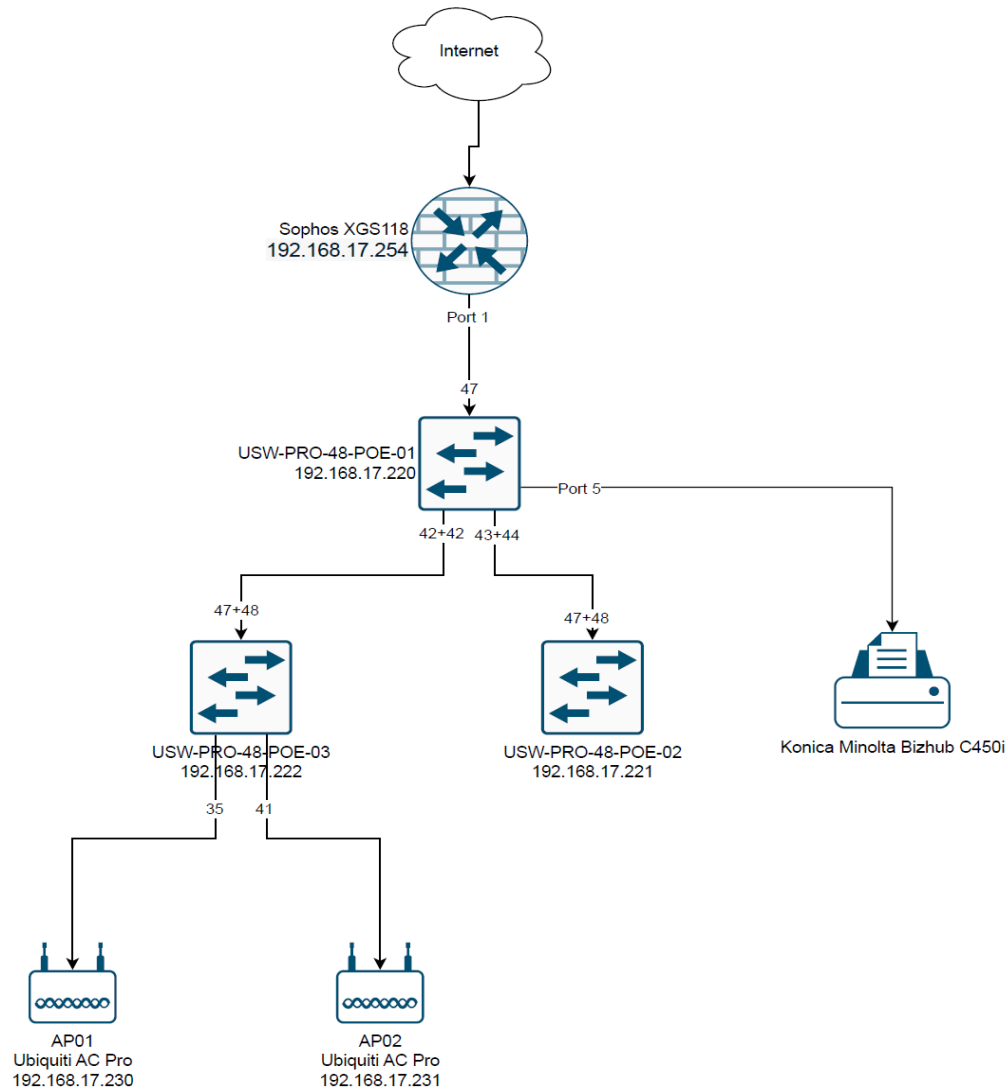
3. Do you anticipate any expansion or scaling needs over the contract period?

Answer: significant expansion or scaling needs are not anticipated during the contract period. Our budget is largely influenced by the European Parliament elections, which are not scheduled to take place until 2029.

Questions on IT infrastructure and systems

4. What is the current IT infrastructure setup (e.g., cloud provider, server OS, number of endpoints)?

Answer: please find below the graphic representation of our network structure.



5. Are there any legacy systems or software we need to support?

Answer: Yes, there are a number of laptops currently owned by us that were furnished by our existing IT provider. These devices will continue to be in use, and support for them will be expected under the new contract. Further details regarding these legacy assets will be provided during the onboarding process to ensure a smooth transition and effective management.

In terms of software, all the software used under the current contract must be continued to be supported (e.g Microsoft, Dropbox, adobe licences) with a view of reviewing our infrastructure set up and evaluating whether we keep or whether there are more suitable alternatives. Also, the reservation of certain domains that we use.

6. What systems or processes are already in place?

Answer: please refer to the above replies.

7. Are there any platforms, tools, or vendors you currently rely on?

Answer: please refer to questions 4, 5 and 9.

Questions on tools and access

8. What tools are currently in use for ticketing, monitoring, backups, call taking, and documentation?

Answer: we do not currently use any internal tools for ticketing, monitoring, backups, call handling, or documentation. It is up to the IT provider to determine and implement the appropriate tools and processes to manage and track our requests effectively.

9. Which telephony system is used within the organization?

Answer: we currently use Telavoox as our telephony system. Only our office assistant has a fixed line, so the fixed phone is used exclusively in that role.

10. Are we expected to provide our own software, tools, and hardware, or will ALDE Party furnish these?

Answer: you are expected to provide your own software and tools necessary to deliver the services. Hardware procurement, however, is managed by the ALDE Party through our designated IT provider. The provider will present a range of hardware options, from which the ALDE Party will select based on its preferences and needs. We anticipate a hardware refresh shortly after the start of the contract, which will likely include the replacement of several older laptops.

Question on communication

11. Is English the sole language used for communication and support, or are other languages involved?

Answer: English is the primary language used for communication and support. French is also used by some colleagues. Additionally, knowledge of other languages is appreciated given our multicultural staff.

Question on service level and support

12. Are there any SLAs tied to response and resolution times that we should adhere to?

Answer: there are no fixed SLAs for response and resolution times upfront; we leave it to the IT providers to explain their working methods and proposed timelines. If a request is classified as urgent by the user, a response is expected on the same day. Based on the offer and working system proposed by the tenderer, the agreed response and resolution time will be reflected in the signed contract.

Question on engagement and timeline

13. Will there be an opportunity to participate in a Q&A session or submit follow-up questions before the final proposal deadline?

Answer: Yes, IT providers interested in a call prior to submitting their tender application are welcome to contact us at compliance@aldeparty.eu. Additionally, visits to our premises can be arranged for those who wish to tour our IT room and gain a better understanding of our infrastructure. After the submission deadline, follow-up calls may also take place, primarily initiated by our team to clarify any points that may be unclear in the submitted proposals.

Question on Financial Form

14. Is it possible for the financial form to include a pricing option for the ticketing system that does not include a fixed fee per user? We charge per ticket based on its urgency, without any per-user fixed fee, to provide a more accurate cost estimate.

Yes, the financial form will be updated with a new scenario that allows you to indicate the price per ticket based on its urgency, instead of a fixed flat fee per user per month for the ticketing system. The new version of the financial form will indicate “corrigendum” on the title.