vvob
education for development



# Call for Quotations: Provision of Operational IT Support and Managed Services

Deadline for submissions: **30 November 2026 17:00 EAT**

| SUMMARY OF PUBLIC PROCUREMENT CONTRACTS | |
|---|---|
| Reference | VVOB202611001 |
| Subject | Provision of Operational IT Support and Managed Services |
| For VVOB | VVOB Global and country offices |
| Nature | Services |
| Description of the services/supplies to be provided | See point 2 (Reference framework) |
| Procedure | **Contract of limited value awarded through a sui generis procedure with the application of the Public Procurement Act for a negotiated procedure without prior publication (but with voluntary announcement to increase the number of participants)** |
| Deadline for submission of tenders | See in email or other distribution channels (Country Office) |
| Contract | 24 months (2 Years), subject to satisfactory performance |
| Estimated start date | January 2027 |
| Information session and/or site visit | N/A |
| Conditions for participation | See point 3.3.8.1 (grounds for exclusion) and point 3.3.8.2 (qualitative selection criteria). |
| Contents of the tender | See point 3.3.1 (information to be included in the tender) |
| Technical and financial evaluation criteria | See point 3.3.8.3 (award criteria) |
| Contact person for questions | David Okello, David.Okello@vvob.org and Sijal Joshi, Sijal.Joshi@vvob.org with procurement.acsl@vvob.org in copy |

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# 1. GENERAL PROVISIONS

## 1.1. CONTRACTING AUTHORITY

The contracting authority of this public procurement contract is VVOB Belgium, a non-profit organisation, with its registered office at Julien Dillensplein 1, 1060 Brussels, Belgium, acting through its office in Kenya at FAWE House, Chania Avenue, Kilimani, 1st Floor. Nairobi.

For this procurement contract, the lead office is **VVOB**, represented by Mr **Tom VandenBosc,** General Director of VVOB, who will sign the award letter and if applicable, the service contract following the procurement process, and who is mandated to do so and to represent VVOB towards third parties.

## 1.2. RULES FOR PROCUREMENT

The specific administrative and contractual provisions applicable to the contract and the public procurement procedure include:

- The Act of 17 June 2016 on public procurement (Public Procurement Act)
- The Act of 17 June 2013 on justifications, notifications and legal remedies for public contracts and certain contracts for works, supplies and services;
- The Royal Decree of 18 April 2017 on the award of public contracts in the traditional sectors (Royal Decree 2)
- The Royal Decree of 14 January 2013 establishing the general implementing rules for public contracts and concessions for public works (RD 1)

A comprehensive overview of all applicable Belgian regulations relating to public procurement can be consulted on the website www.publicprocurement.be.

This contract is also subject to:

- The specifications in this call for tenders and in the annexes, and all notes, standards or documents referred to. The tenderer is deemed to have taken note of these and to have taken them into account when drawing up his tender.
- All laws and regulations relating to the products and materials requested (e.g. CE conformity, etc.)
- The General Data Protection Regulation: Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC.
- The Act of 30 July 2018 on the protection of natural persons with regard to the processing of personal data;
- The codes of conduct of VVOB.

All additions, amendments and replacements to the above laws and other documents on the date of their entry into force, with due observance of any transitional provisions.

## 1.3. PROCESSING OF PERSONAL DATA BY THE CONTRACTING AUTHORITY

The contracting authority undertakes to process the personal data communicated to it in response to the request for quotation with the utmost care, in accordance with the legislation on the protection of personal data (General Data Protection Regulation, GDPR) on . Where the Belgian law of 30 July 2018 on the protection of natural persons with regard to the processing of personal data contains stricter provisions, the contracting authority will act in accordance with this law.

The tenderer undertakes to strictly comply with the obligations provided for in the GDPR and the Belgian law on the protection of personal data with regard to the processing of data entrusted to it by the contracting authority or collected by the tenderer on behalf of and at the request of the contracting authority.

If the tenderer reasonably believes that other agreements must be concluded in order to comply with the applicable legislation, the tenderer shall proactively inform the contracting authority thereof. In any case, the tenderer shall cooperate in good faith with the contracting authority in order to comply with the applicable legal provisions at all times.

For all questions regarding the protection of personal data, the tenderer may contact the data protection officer of the contracting authority or the officer designated by him.

We undertake to protect and process your personal data carefully, transparently and in strict compliance with the legislation on the protection of privacy.

## 1.4. CONFIDENTIALITY

The tenderer and/or contractor, as well as the contracting authority, are obliged to maintain confidentiality towards third parties with regard to confidential information obtained in the context of this tender and will not disclose this information without the necessary prior written consent of the other party. An exception is made for the provision of confidential information to third parties involved in the contract, in which case the parties undertake to inform the parties concerned adequately of their confidentiality obligation and the required compliance thereof.

## 1.5. GENERAL TERMS AND CONDITIONS OF SALE

By participating in this tender, the tenderer waives its terms and conditions of sale and endorses VVOB's terms and conditions of purchase.

# 2. SUBJECT AND SCOPE OF THE TENDER

This tender is a contract for the provision of operational IT support and managed services for VVOB’s Global Office and country offices, complementing VVOB’s retained internal IT function, as detailed in **section 2 and Annex A (Terms of Reference).**

The contract is not divided into lots. The contract is not reserved for specific market participants such as sheltered workshops, people with disabilities, disadvantaged people and protected professions.

The technical specifications of the services are described hereunder

## 2.1 Background to the assignment

### 2.1.1 About VVOB

VVOB – *education for development* is an international non-profit organisation with over 40 years of experience strengthening education systems. Working in close partnership with governments, teachers and school leaders, VVOB improves the quality of education by strengthening professional development, supporting evidence-informed policy, and promoting sustainable system change.

#### About the assignment

VVOB has approximately180 staff in 9 offices, using Microsoft 365, Business Central (ERP) and an open-source GLPI helpdesk and asset-management platform, supported by one internal IT advisor (50%). VVOB keeps IT strategy, governance and key technical decisions in-house.

### 2.1.2 Purpose and Objectives

VVOB seeks a qualified, legally registered IT service provider to deliver day-to-day operational IT support and managed services that complement, rather than replace, VVOB's internal IT function. The provider will work through VVOB's existing GLPI platform.

### 2.1.3 Scope of services

The provider will deliver services in six work streams:

- **End-user support (helpdesk):** first-, second- and third-line support to all offices and remote staff through GLPI.
- **Network and infrastructure management**: monitoring, maintenance and incident support for office networks and equipment.
- **Server and cloud administration**: routine Microsoft 365, Entra ID and Business Central support under VVOB approval.
- **Backup, disaster recovery and business continuity**: backup monitoring, recovery testing and a disaster recovery runbook.
- **Cybersecurity and data protection**: endpoint and email security, alert monitoring, patching and incident response.
- **Asset management and procurement support**: GLPI asset register, licence data and replacement recommendations.

The detailed scope, IT environment, minimum service levels (SLAs), reporting and data protection requirements are set out in **Annex A (Terms of Reference)**, which will be shared with bidders.

### 2.1.4 Key Expected Deliverables

The provider will be expected to deliver the following outputs:

| Deliverable | Description and timing | Timing |
|---|---|---|
| **Monthly helpdesk statistics** | • Provide monthly helpdesk statistics from GLPI (volumes, priority, first | Monthly |

| | | |
|---|---|---|
| | response, resolution time, backlog, recurring issues and user satisfaction) and help train designated operational users during onboarding. | |
| **Monthly IT performance report** | • Monthly IT performance report submitted to the Global Director of Finance and VVOB's designated internal IT oversight contact by the 5th working day, covering GLPI ticket volumes, priority, SLA performance, backlog, root causes, security incidents, asset status and upcoming maintenance/renewals. | **By the 5th working day each month.** |
| **Quarterly service review** | • Quarterly service review with the supplier account manager and VVOB's internal IT oversight contact to agree priorities, corrective actions and change requests, with management retaining budget and contractual approval. | **Quarterly** |
| **Quarterly restore and recovery report** | • Conduct quarterly restore and recovery exercises against agreed RPO/RTO targets and report results, gaps and corrective actions. | **Quarterly** |
| **Disaster recovery runbook** | • Prepare and maintain a practical disaster recovery runbook for the services in scope, subject to VVOB review and sign-off. | |
| **Cyber-incident response runbook** | • Maintain a technical cyber-incident response runbook, provide incident containment and forensic assistance where agreed, and support VVOB's appointed decision-makers with evidence for any regulatory notification. | |
| **Post-incident report** | • Initiate restoration following approved escalation and recovery procedures and submit a post-incident report within two working days, unless otherwise agreed. | **Within two working days.** |
| **Annual infrastructure health assessment** | • Carry out an annual infrastructure health assessment and provide a prioritised replacement and maintenance recommendation; VVOB retains architectural and procurement approval. | **Annually** |
| **Annual security assessment** | • Provide an annual security assessment and prioritised remediation plan; any independent external audit costs and scope must be clearly stated. | Annually |
| **Annual service review** | • Annual service review: a comprehensive written review of the service contract covering performance against all SLAs, strategic | Annually |

| | | |
|---|---|---|
| | recommendations, asset refresh planning, and proposed service improvements for the coming contract year. | |
| **Transition and handover** | • On termination, the provider must cooperate fully with transfer of the outsourced services to VVOB or a successor provider, including documentation, the return or revocation of delegated access, export of operational records, GLPI ticket/asset data continuity, and transition assistance for a minimum of two months. | **On termination** |

The contract is described in the following annexes:

- Annex A: technical specifications.
- Annex B: detailed pricelist to complete.
- Annex C: declaration on honour template.

# 3. PROCEDURES FOR THE TENDER CONTRACT

## 3.1. AWARD PROCEDURE

This public contract is a negotiated procedure without prior publication in accordance with Belgian public procurement law.

## 3.2. CONTACT PERSON, SITE VISIT AND INFORMATION SESSION

Contact person for questions about this call: David Okello, David.Okello@vvob.org, and Sijal Joshi, Sijal.Joshi@vgvob.org with procurement.acsl@vvob.org in copy. Clarification questions must be received no later than **25 November 2026, 1700Hrs EAT**.

Any questions can be sent by email to the contact person, stating the reference of the call for tenders in the subject line of the email. Verbal communication is only permitted to convey messages other than those referring to the documents of the call or to the tender, provided that sufficient evidence of the verbal communication is retained (e.g. a written note, recording, transcript, summary, etc.).

On-site visits:

- No site visits are planned.

Information meeting:

- Without object: no information session provided.

## 3.3. QUOTATIONS

### 3.3.1. Information to be included in the tender

The quotation must consist of the following documents and information:

**a. Administrative section of the quotation, including at least**

- identity of the tenderer: **company name, legal form, nationality, address, telephone number, email address, contact person and tax identification number, citizen service number.**

- proof relating **to mandatory grounds for exclusion** (see the documents requested in point 3.3.8.1.a) Signed declaration of honour

- proof that the tenderer complies with its **obligations regarding the payment of taxes and social security contributions** (see the documents requested in point 3.3.8.1.b)

- a declaration on honour regarding compliance with VVOB's codes of conduct (see point 3.3.8.1.c) and compliance with the sanction's laws (see point 3.3.8.1.d) and compliance with the regulations of the United Nations (see point 3.3.8.1.e)

- proof relating to the first qualitative selection criterion (see point 3.3.8.2)

- bank account number in the currency in which payments are to be made, stating the name and address of the bank and the BIC/SWIFT code

**b. Technical part of the tender**

- Technical offer with the description of the proposed services, considering the requirements detailed in **Annex A (Terms of Reference).**

- It must also include:

    1. **Staffing plan and CVs:** named key personnel (Account Manager, Lead Technical Engineer and specialist roles for security, infrastructure and cloud), each with role, years of experience, certifications (with copies) and percentage of time dedicated to this contract.

    2. **Company profile and relevant experience:** legal name, registration number, year of establishment, list of current and recent managed-services clients (scope, contract period, contact), and at least three case studies of comparable engagements, at least one from an NGO or non-profit context.

    3. **Proposed service model:** delivery model for each of the six work streams (section 2), covering staffing, locations, response arrangements, operation within VVOB's GLPI platform, cybersecurity tools and methodology, SLA commitments against the minimum service levels, and a phased implementation and transition plan (max. 3 pages) (see point 3.3.8.3 for details).

    4. **References:** a minimum of three client references (organisation, contact name, telephone/email, scope and contract period). References may be contacted.

    5. **Conflict of interest:** disclosure of any actual or potential conflict of interest, including any existing commercial or personal relationship with VVOB or its staff.

**c. Financial section of the quotation, consisting of**

the completed and signed price list in **ANNEX B)**

- Fixed monthly managed service fee, itemised per work stream

- Variable/consumption-based charges and one-time set-up/transition fees, itemised with unit rates
- Day rates per role for services outside the agreed scope, and on-site travel costs per location (if any)
- Two-year (24-month) total cost of ownership, VAT/WHT amounts and total gross amount, in figures and in words

**IMPORTANT NOTICE FOR ALL BIDDERS**
All services under this contract are subject to the applicable Withholding Tax. Bidders must show these amounts separately.

### 3.3.2. Subcontracting, price reductions, variants and options

- Use of subcontractors: Subcontracting is not permitted
- Proposing price reductions is not permitted.
- VVOB does not allow the submission of free variants.
- VVOB does not allow the submission of options.

### 3.3.3. Validity of tenders

Tenders submitted are valid for 90 calendar days from the deadline for submission of tenders. The same period applies to the **BAFO** from the deadline for submission of the **BAFO.**

### 3.3.4. Pricing and price components

PRICE:

**Prices are stated in Euros (EUR).**

The total amount of the offer is expressed in figures and in full characters.

ELEMENTS INCLUDED IN THE PRICE:

The proposed price is all-inclusive and covers all professional fees, administrative costs, transport costs, communication costs and all other possible costs related to the execution of the contract.

The proposed price is inclusive of all applicable taxes. Where Withholding Tax (WHT) applies, VVOB will deduct it at the applicable rate from each payment and remit it to the relevant revenue authority; the provider receives the net amount.

The tenderer shall determine the amount of its quotation on the basis of its own calculations and estimates, taking into account the content and scope of the contract as described in the Terms of Reference.

The contract does not allow for any refundable costs. Any on-site travel costs must be quoted per location in Annex B.

VERIFICATION OF THE PRICE

The tenderer must provide all information requested by the contracting authority that enables a comparison of prices or costs. Corrections of errors may be made by VVOB.

### 3.3.5. Submission of tenders

#### 3.3.5.1. Tenders submitted by email

Signed tenders must be submitted in English by email to procurement.acsl@vvob.org before **30 November 2026, 17:00 EAT**, stating 'quotation ref **VVOB202611001** in the subject line.

The technical and financial proposals must be attached as separate files (max. 20 MB combined).

Quotations submitted after this deadline will remain valid but will not be considered for the award of the contract. The same provisions apply to the submission of a BAFO (best and final offer). See **'Negotiations'** below.

The tenderer may only submit one quotation for this contract.

The estimated date for the award of the contract is **December 2026.**

3.3.5.2 Derogation from Article 14, § 7 of the Public Procurement Act

In view of Article 14, §2, 1° of the Public Procurement Act, it is not appropriate to impose the obligation to use electronic means of communication referred to in Article 14, §7 of the Act.

The underlying contract in question is such that national or regional entrepreneurs do not have equal access to the requirements relating to the use of the Belgian federal platform for electronic procurement. The technical characteristics may therefore be discriminatory and restrict entrepreneurs' access to the award procedure, in particular as regards the speed and quality of the internet connection and the quality of the electricity transmission network. Furthermore, the specific formats of electronic signatures provided by this platform are not yet compatible with the information and communication technology used.

3.3.5.3. Languages

Tenders may be submitted in **English.**

3.3.5.4. One tender per order

Regardless of any variants, the tenderer may submit only one tender per contract.

In this case, each participant in a group of economic operators without legal status shall be considered as a tenderer.

However, submitting an initial quotation does not prevent you from negotiating, submitting subsequent quotations or submitting a **BAFO.**

The tenderer shall submit its quotation in a single copy.

3.3.5.5. Deadline for receipt of tenders

Quotations must be submitted to VVOB before the deadline and time for receipt of quotations.

This deadline is specified in the request for tenders.

3.3.5.6 Late biddings

**Tenders submitted after the deadline will not be accepted.**

3.3.5.7 Modification or withdrawal of a quotation already submitted

The modification or withdrawal of a tender already submitted must comply with the provisions of Article 43 of the Royal Decree.

### 3.3.6. Opening of tenders

The tender must be in the possession of the contracting authority before the deadline and time for submission specified in point 3.3.5.1 **"Submission of quotation"**. The opening of tenders shall take place behind closed doors.

### 3.3.7. Overview of the evaluation procedure and negotiations

In the first stage, tenders shall be evaluated on the basis of:

- selection (see 3.3.8.1. grounds for exclusion and 3.3.8.2. qualitative selection criteria) and
- regularity (see 3.3.1. information to be included in the tender).

Pursuant to Article 76 of the Act, it is possible to regularise substantial irregularities.

In order to comply with the rules,

- **the tender must be signed;**
- **the tender must contain all the information and documents requested in this call for tenders;**
- **the tender must propose services that correspond to what is expected and described by VVOB;**
- **the service provider must meet the minimum selection criteria referred to in points 3 and 4 of this call for tenders.**

**If the information or documents provided** by the tenderer prove to be incomplete or incorrect, or if certain documents are missing, VVOB may request the tenderer concerned to provide, supplement, clarify or explain the information or documents in question within a reasonable period of time. This option does not oblige VVOB to offer this possibility to tenderers.

- Tenders that do not comply may be rejected, in particular in application of Article 76 of the Royal Decree of 18 April 2017, and may not be admitted to the technical and financial evaluations.
- If the tenderer does not use the documents attached to this request for quotation (**forms, price list, etc.),** he is fully responsible for ensuring that the documents used correspond exactly to the documents provided.

**In a second phase,** the formally and materially compliant tenders will be evaluated in terms of content by an evaluation committee on the basis of the award criteria set out in the tender documents (see 3.3.8.1).

**During the second phase**, VVOB reserves the right to negotiate or not to negotiate the terms of the tenders (improvement of the proposed terms: price or other).

**In the event of negotiations**, VVOB will conclude the negotiations by proposing a BAFO (best and final offer). No changes/adjustments/regularisations may be made to the BAFO submitted.

**The award criteria and minimum requirements are not subject to negotiation.**

VVOB may conduct the negotiations in phases, in which case the number of tenders that can be negotiated will be limited by the application of the award criteria. Since the contracting authority reserves the right to negotiate only with the best-placed candidates, tenderers are requested to state their best price in their tender.

## 3.3.8. Selection of tenderers

#### 3.3.8.1 Exclusion criteria

In accordance with Article 39 of Royal Decree 1, the submission of a tender constitutes an implicit declaration on honour that the tenderer is not in any of the exclusion situations referred

to in Articles 67 to 69 of the Act (Belgian Act of 17 June 2016 on public procurement (Belgian Official Gazette of 14 July 2016) and the Royal Decree of 18 April 2017 on public procurement in the traditional sectors (Belgian Official Gazette of 9 March 2017)).

a. Compelling reasons for exclusion

The contracting authority shall exclude the tenderer from participation in the award procedure at any stage of the procedure if it is established that the tenderer has been convicted by a final judgment of one of the following offences:

i. participation in a criminal organisation
ii. corruption
iii. fraud
iv. terrorist activities, offences linked to terrorist activities or inciting, aiding or attempting to commit such offences
v. money laundering or terrorist financing
vi. child labour and other forms of human trafficking
vii. employment of illegally staying third-country nationals

**Evidence to be submitted by the tenderer**: **declaration on honour in ANNEX C**

b. Grounds for exclusion relating to tax and social security debts

At any stage of the award procedure, the contracting authority shall exclude tenderers who have not fulfilled their obligations relating to the payment of taxes or social security contributions.

**Evidence to be provided by the tenderer**: **declaration on honour in ANNEX C**

c. Compliance with VVOB's codes of conduct

Compliance with VVOB's codes of conduct is extremely important to the contracting authority. Any tenderer who fails to comply with this requirement will be automatically excluded from the procedure.

The tenderer shall at all times conduct itself in accordance with (i) VVOB's General Code of Conduct, (ii) VVOB's Child Protection Policy and (iii) VVOB's Youth Protection Policy (hereinafter referred to as the Codes of Conduct). The Codes of Conduct form part of VVOB's Integrity Policy, which can be consulted at www.vvob.org: https://www.vvob.org/sites/belgium/files/2024_integrity_policy_vvob.pdf.

The Codes of Conduct may be updated regularly and it is the responsibility of the tenderer to ensure compliance at all times.

The bidder will also ensure that all personnel and all (sub)contractors involved in the execution of this contract, as well as all affiliated companies, comply with the codes of conduct.

In the event of credible allegations that the bidder or one of its staff members, affiliates or (sub)contractors has violated the Codes of Conduct, VVOB may terminate the contract with immediate effect and without compensation by means of a written notification.

VVOB may decide to temporarily suspend the agreement pending investigation of an alleged breach of the Codes of Conduct by means of written notification to the bidder.

**By submitting the following supporting documents sworn statement in APPENDIX C**

d. Compliance with sanctions laws

By submitting a tender, the tenderer declares and guarantees that neither he nor any of his personnel, affiliated companies or (sub)contractors:

- is the subject or target of sanctions as laid down in (1) the consolidated list of the UN Security Council, (2) the Special Economic Measures Act (SEMA - Canada), (3) the restrictive measures of the EU, (4) the list of the Office of Foreign Assets Control (OFAC) of the Department of the Treasury, (5) the consolidated list of the Office for Financial Sanctions Implementation of the Department of the Treasury, or (6) the list of subjects of sanctions of the State Secretariat for Economic Affairs (SECO - Switzerland) (hereinafter referred to as the "sanctions");
- the target is subject to sanctions based on the country or territory in which it is established, organised or resident;
- will use the proceeds of the intended contract directly or indirectly, or will lend, contribute or otherwise make them available to a person or entity in violation of the Sanctions Legislation;
- has knowingly engaged or is knowingly engaging in transactions with a person who, at the time of the transaction, is or was the subject or target of sanctions or with a sanctioned country.

**By submitting the supporting documents**: **declaration on honour in ANNEX C**

By submitting their tender, the tenderer and the head of the tenderer's organisation give their express consent for VVOB to screen the legal entity and the head of the organisation and all other persons mentioned in the tender by subjecting them to a sanctions list screening using cloud-based software.

e. Compliance with United Nations regulations

By submitting a bid, the bidder declares that it complies with all applicable laws, rules and regulations; industry standards; ILO and UN conventions, including but not limited to the UN Universal Declaration of Human Rights; the UN Convention on the Rights of the Child; the UN Convention on the Elimination of Discrimination against Women; the UN Global Compact; the UN Convention against Corruption and the OECD Guidelines for Multinational Enterprises.

**Supporting documents to be submitted by the tenderer** **sworn statement in ANNEX C**

3.3.8.2. Qualitative selection criteria

The selection criteria (qualitative selection) are as follows

**A. Expertise and experience of the economic actor**

- Legally registered in the country/countries of operation, with valid professional indemnity and public liability insurance.
- Minimum 5 years' experience delivering IT managed services to organisations of comparable size and complexity, with at least 3 active clients under a formal managed-services contract.
- At least 8 qualified IT professionals on staff with relevant certifications (e.g. Microsoft Certified, CompTIA A+/Network+/Security+, ITIL Foundation or equivalent).
- Demonstrated experience in Microsoft 365 administration (Exchange Online, SharePoint, Teams, Intune or equivalent MDM),
- Experience managing Navision / Business Central / equivalent ERP systems is an advantage; specifically, user management, system support, and coordination with software vendors;

- Demonstrated capability to work with an organisation-owned GLPI ticketing and asset-management platform, including ticket routing, client portal, SLA reporting, configuration and controlled integration; show evidence of relevant platform experience;
- Demonstrated experience in cybersecurity services including endpoint protection, email security, firewall management, and incident response;
- Experience supporting organisations operating in multiple locations, including remote / field offices, with evidence of remote support capability.

**Evidence to be provided by the tenderer:**

a. certificate of registration,
b. valid tax compliance certificate,
c. certificates of professional indemnity and public liability insurance (cyber liability insurance if held),
d. list of named certified staff with copies of certificates,
e. CVs of key personnel, at least three case studies, and
f. a minimum of three client references with contact details.

Tenderers who do not meet the selection criteri(on)(a) will be rejected and their tender will not be considered for the technical and financial evaluations.

3.3.8.3. Award criteria

VVOB will award the contract to the tenderer who has submitted the most economically advantageous tender, as determined on the basis of the following award criteria:

- **TECHNICAL CRITERIA (70/100 Points)**

  *Quality, experience and proven success in similar assignments*

  The tenderer's technical offer will be assessed against the requirements in the Terms of Reference (**Annex A)** by an internal VVOB evaluation committee:

| **Technical Evaluation Criterion** | **Maximum Score** | **Scoring Guidance** |
|---|---|---|
| Legal, registration, and insurance compliance | **Pass / Fail** | Must achieve Pass on all mandatory eligibility requirements to proceed.<br>Any Fail = **disqualification.** |
| Company profile, track record, and experience — including NGO sector experience | 15 | ▪ Exceptional (13–15): 5+ years, multiple NGO clients, strong references.<br>▪ Good (9–12): 3–5 years, some NGO experience.<br>▪ Adequate (5–8): meets minimum.<br>▪ Insufficient (0–4): below minimum. |

| | | |
|---|---|---|
| Technical capability and delivery model for the six outsourced work streams, including clear interface with VVOB internal IT and use of GLPI | 20 | ▪ Scores per operational work stream (maximum 3–4 per stream), focusing on specific scope, handover, cost discipline, GLPI compatibility and evidence of effective day-to-day service delivery.<br>Detail, specificity, and evidence of delivery methodology will be weighted above generic descriptions. |
| Staffing plan qualifications, certifications, and dedicated capacity | 15 | ▪ Exceptional (13–15): all key roles named, all certified, high dedicated capacity.<br>▪ Good (9–12): most roles named, majority certified.<br>▪ Adequate (5–8): meets minimum.<br>▪ Insufficient (0–4): below minimum. |
| Cybersecurity capability and tooling | 10 | ▪ Exceptional (9–10): dedicated security tools, SIEM capability, certified security staff, documented incident response.<br>▪ Good (6–8): solid endpoint and email security.<br>▪ Adequate (3–5): basic security tools only. |
| SLA commitments and performance management approach | 5 | Scores are awarded for commitments that meet or exceed minimum SLAs, a quality reporting methodology, and evidence of SLA tracking capability. |
| Transition plan realism, timeline, and risk management | 5 | Scores awarded for a credible, sequenced, risk-aware transition plan that minimizes disruption to the organisation's operations. |
| TOTAL TECHNICAL SCORE | **70** | Minimum passing score: 59 out of 70 (70%). Proposals below this threshold will not have their financial proposals opened. |

- The contracting authority will first award a provisional score based on a comparison of the tenders. After awarding a provisional score, each tender selected will be awarded a final score using the following formula:
- "**Final score** = ["provisional score of current tender" / ("provisional score of best tender") " x 70 points"].
- For this award criterion, a provisional score of at least **59 out of 70 points** must be achieved. Tenders with a lower provisional score will not be considered for further evaluation or award.

- **PRICE CRITERION (weighting 30/100 points)**

  Assessed on the basis of the proportionality rule applied to the two-year total cost (monthly fee × 24 + one-time set-up fees + mandatory variable charges), whereby the cheapest tender receives 30 points: price score = (lowest price ÷ price of the tender) × 30.

  Tenders that were rejected during the technical evaluation will not be considered during the price evaluation.

  3.3.8.4. Possibility of not awarding or concluding the contract

  The conclusion of the procedure does not imply any obligation to award or conclude the contract. The contracting authority may decide not to award or conclude the contract or may reopen the procedure in another manner if necessary.

  3.3.8.5. Conclusion of the procurement contract

  The service provider shall be invited by e-mail to sign a completed service contract. The contract shall then be confirmed by a notification letter.

# 4. SPECIAL CONTRACTUAL PROVISIONS

## 4.1. PLACE OF DELIVERY, DURATION AND TERMINATION OF THE CONTRACT

Services are delivered remotely and on-site at VVOB's Global Office and country offices for 24 months from **1 January 2027.**

## 4.2. EXTENSIONS AND RENEWALS

Extensions: not applicable

Renewals: not applicable (not possible)

## 4.3. PAYMENT TERMS

The fixed monthly fee is invoiced monthly in arrears, together with the monthly performance report., billing hours, and service completion certificate. One-time set-up fees are invoiced after VVOB's acceptance of go-live.

Payment within 30 days of receipt of a valid invoice.

## 4.4. RESPONSIBILITIES OF THE TENDERER DURING THE PERFORMANCE OF THE CONTRACT

- Maintain the staffing, tools and services in the accepted proposal; changes to named personnel require 30 days' written notice and VVOB approval.
- All data accessed remains the property of VVOB, its donors and beneficiaries; it must not be retained or used for any other purpose and must be securely deleted or returned at contract end.
- Ensure all staff working on the contract have signed confidentiality agreements, and maintain the required insurance throughout the contract.
- Persistent SLA non-performance will lead to a formal improvement notice and a corrective action plan; failure to improve may lead to termination.
- On termination, cooperate fully in the transfer of services to VVOB or a successor provider, with at least two months' transition assistance.

## 4.5. PENALTIES FOR DELAY

The imposition of penalties for late performance shall be in accordance with Article 154 of the Belgian Royal Decree of 14 January 2013.

## 4.6. SECURITY

**No security deposit is required for this contract.**

## 4.7. DISPUTES

As per the service contract**.**

## 4.9. INTELLECTUAL PROPERTY

As per the service contract.

## 4.10. CHANGES TO THE CONTRACT (ART 37 TO 38/19 RD 1)

4.10.1 The value of the change is minimal (38/4)

The contracting authority has the right to unilaterally amend the original tender if the following conditions are met: 1° the scope of the contract remains unchanged; 2° the amendment is limited to 10% of the original contract amount. The essential conditions may only be amended for reasons that must be stated in an addendum.

4.10.2 Replacement of the contractor (Art. 38/3)

Provided that they meet the selection and exclusion criteria set out in this document, a new contractor may replace the contractor with whom the initial public contract was concluded in cases other than those provided for in Art. 38/3. The contractor shall submit its request as soon as possible by registered letter, stating the reasons for this replacement and a detailed inventory of the state of the supplies and services already performed, the contact details of the new contractor and the documents and certificates which the contracting authority cannot obtain free of charge. The replacement shall be recorded in an addendum dated and signed by the three parties. The original contractor shall remain liable to the contracting authority for the performance of the remaining part of the contract.

4.10.3. Price revision (Art. 38/7)

Prices are fixed for the duration of the contract (price revision not permitted).

4.10.4. Unforeseen circumstances (Art. 38/9)

As a rule, the contractor is not entitled to change the contract terms due to circumstances of which the contracting authority was not aware.

A decision by the Belgian government or donors to suspend cooperation with a partner country shall be considered an unforeseen circumstance within the meaning of this article.

# ANNEXES

*ANNEX A. Terms of Reference*

*ANNEX B. Detailed price List*

*ANNEX C Declaration on Honour*

# Annex A: Terms of Reference
# Provision of Operational IT Support and Managed Services

VVOB - *education for development* is an international non-profit organization with over 40 years' experience in strengthening the quality of education systems in Africa, Asia and South America in close partnership with ministries of education and their institutions. VVOB invites proposals from suitably qualified, experienced, and registered information technology service providers for operational IT support and managed services. The selected provider will complement VVOB's retained internal IT function rather than replace it. This Terms of Reference specifies the outsourced service scope, responsibility boundaries, service levels, eligibility criteria, evaluation methodology and submission instructions.

**Important Notice:** This Terms of Reference does not constitute a commitment by VVOB to award a contract. VVOB reserves the right to reject all proposals, cancel the process at any stage, or re-advertise without obligation to any respondent. No costs incurred in the preparation or submission of a proposal will be reimbursed.



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# 1. ABOUT THE ORGANISATION AND BACKGROUND

### 1.1 About VVOB

VVOB – *education for development* is an international non-profit organisation with over 40 years' experience in strengthening the quality of education systems in Africa, Asia and South America in close partnership with ministries of education and their institutions. Research shows that, of all school-based factors, the quality of teaching and school leadership has the biggest impact on learning outcomes of learners. As such, the professional development of teachers and school leaders is VVOB's primary focus in ensuring quality education for all. By working closely with governments, research institutions, committed donors and national, regional and international networks and expertise partners, VVOB strives to maximise the sustainability and potential for upscaling of its initiatives.

### 1.2 IT Environment Overview

The following provides an overview of the organisation's current IT environment for the information of prospective service providers:

| IT Environment Component | Current Position / Scope |
|---|---|
| **Number of Staff / End Users** | Across the Global and country offices (final breakdown to be confirmed before publication). |
| **Operating Systems** | Primarily Windows; Office suite is in use across all offices with a centralized license |
| **Cloud Platforms** | Microsoft 365 (Exchange Online, SharePoint, Teams, OneDrive, Business Central) (all office staff are licensed users. |
| **ERP / Accounting System** | System name — Business Central hosted in the cloud. Used by finance and programme staff |
| **Network Infrastructure** | 9 physical office locations. Each office has Wi-Fi and fibre connectivity. |
| **Servers** | Cloud-hosted servers |
| **Endpoint Devices** | Approximately 180 laptops, managed centrally |
| **Backup and Disaster Recovery** | Current backup solution:<br>Recovery objectives: |
| **Internet Connectivity** | [X] Mbps fiber at GO. Country offices: Locally sourced service |
| **Cybersecurity** | Current solution: Microsoft Defender Endpoint Protection. No dedicated security monitoring currently in place |
| **IT Team** | One central internal IT advisor (50%) for technical governance; no dedicated country-office IT staff. |

# 2. SCOPE OF SERVICES REQUIRED

The successful provider will supply the operational services described in the six work streams below, while VVOB retains internal technical ownership, governance and strategic decision-making. Providers must quote only for the outsourced activities and clearly specify any assumptions, dependencies, staffing, tools and SLAs by work stream. The internal IT advisor is VVOB's designated technical counterpart and will work at 50% capacity; this internal capacity does not constitute routine helpdesk or on-call coverage.

**Retained by VVOB (outside the baseline MSP scope):** IT strategy and roadmap, technical architecture and standards, Microsoft 365 tenant and identity-access governance, risk and security-policy decisions, vendor and licensing strategy, budget and procurement decisions, automation and scripting, Power BI/internal reporting, open-source solution ownership, GLPI platform governance, and approval of significant technical changes. The MSP may perform delegated tasks under approved procedures; final organisational decisions remain with VVOB.

**Existing GLPI platform:** VVOB has configured an open-source GLPI helpdesk and IT asset-management platform, prepared for rollout and user training. Bidders must price their ability to operate through VVOB's GLPI instance (subject to readiness checks) rather than include a replacement ticketing or asset platform in the baseline fee. Any proposed alternative must be explicitly identified and separately priced.

### Service Work Stream 1

**End-User Support (Helpdesk)**
Provide day-to-day first-, second- and third-line technical support for users across VVOB locations and remote working arrangements, under agreed operating hours and escalations.

- Operate a single point of contact via phone, email and VVOB's GLPI ticket portal during agreed support hours (08:00–17:00 Monday–Friday, subject to confirmed time zone), with out-of-hours escalation for critical incidents.
- First-line resolution: password resets following authorised procedures, email/calendar and Microsoft Teams issues, printer/peripheral troubleshooting, standard software installation and user support.
- Second-line support: endpoint diagnostics, hardware fault isolation and repair coordination, operating-system and application issues, connectivity issues and secure remote support.
- Third-line technical escalation: complex system, server, network and security incidents; coordinate specialist teams and escalate critical decisions to VVOB's designated internal IT contact.
- Execute onboarding/offboarding requests, device setup and standard access provisioning/deprovisioning only after approved HR/IT workflows and role-based access rules; retain complete audit trails.
- Record, classify, assign, track and resolve all tickets in VVOB's GLPI system; comply with GLPI workflow, knowledge-base, privacy and SLA/reporting requirements. The provider must not require a replacement platform as a prerequisite.
- Provide monthly helpdesk statistics from GLPI (volumes, priority, first response, resolution time, backlog, recurring issues and user satisfaction) and help train designated operational users during onboarding.

### Service Stream 2

**Network and Infrastructure Management**
Provide preventive monitoring, maintenance and incident support for in-scope networks and equipment at agreed locations; major architecture changes remain subject to VVOB approval.

- Monitor and maintain in-scope routers, switches, firewalls, wireless access points and connectivity links at the agreed office locations.
- Provide alerting and triage for network failures, degraded connectivity, excessive bandwidth use and equipment faults.
- Operate and troubleshoot existing VPN or approved remote-access services according to VVOB security and access standards.

- Coordinate incident resolution with locally contracted internet service providers and local focal points; report repeated service problems to VVOB.
- Apply approved firmware, patch and configuration updates within agreed change windows, including rollback and documentation.
- Report network availability, capacity constraints and risks, with technical recommendations for the internal IT lead.
- Coordinate remote or on-site equipment intervention, cabling, UPS checks and physical hardware support where included by location in the quotation.
- Carry out an annual infrastructure health assessment and provide a prioritised replacement and maintenance recommendation; VVOB retains architectural and procurement approval.

**Service Stream 3**

**Server and Cloud Administration**
**Execute routine administration, monitoring and support of approved cloud and business applications under VVOB's internal governance, identity policies and change-control procedures.**

- Perform approved day-to-day Microsoft 365 and Entra ID administrative requests, including standard user lifecycle changes, security-group membership, shared mailboxes and distribution lists; privileged permissions and access-policy ownership remain with VVOB.
- Provide operational support for Exchange Online, SharePoint Online, Teams and OneDrive; implement tenant configuration changes only under agreed approval and documentation procedures.
- Provide endpoint-management and cloud-resource support where the relevant tools, subscriptions and administrative permissions are currently available; list any missing prerequisites separately rather than assuming a complete Intune deployment.
- Monitor supported cloud services, virtual machines and application hosting where in scope, and respond to alerts or resource problems.
- Supply usage and capacity reports for storage, compute and Microsoft 365 licences; VVOB retains licensing strategy, entitlement decisions and optimisation priorities.
- Provide first-line Business Central technical triage, routine support and coordination with the designated application vendor; configuration ownership, financial controls and major changes remain with VVOB and its business-system owners.
- Coordinate application patching, vendor incidents and approved platform changes, and provide escalation reports and documentation to VVOB's internal IT contact.

**Service Stream 4**

Backup, Disaster Recovery, and Business Continuity
Operate, monitor and test agreed backup and recovery services. VVOB retains approval of recovery objectives, risk acceptance and business-continuity priorities.

- Assess current data-protection coverage and propose a service design for approved in-scope Microsoft 365, cloud, ERP and endpoint data; document dependencies, exclusions and recovery options before implementation.
- Monitor scheduled automated backup jobs daily and investigate failures, with evidence of recoverability and completion reporting.
- Maintain agreed off-site/cloud backup copies, access controls and retention settings in accordance with VVOB-approved requirements.
- Prepare and maintain a practical disaster recovery runbook for the services in scope, subject to VVOB review and sign-off.

- Conduct quarterly restore and recovery exercises against agreed RPO/RTO targets and report results, gaps and corrective actions.
- Provide technical input to an annual business-continuity review; VVOB owns the final risk and continuity decisions.
- Initiate restoration following approved escalation and recovery procedures and submit a post-incident report within two working days, unless otherwise agreed.

### Service Stream 5

**Cybersecurity and Data Protection**
Deliver operational security tooling, monitoring and response within a jointly agreed security model. VVOB retains security policy ownership, risk acceptance and statutory reporting decisions.

- Operate agreed endpoint-protection and EDR services on eligible devices; identify licence, deployment and coverage prerequisites in the proposal.
- Monitor and maintain approved Microsoft 365 email security settings, filtering and anti-phishing controls under VVOB-approved security policies.
- Manage firewalls and approved intrusion monitoring for in-scope sites, including maintenance and technical incident response.
- Monitor security alerts, triage potential incidents and escalate promptly using named contacts and documented severity criteria.
- Execute agreed patching and vulnerability remediation for managed endpoints, cloud services and network equipment, including exceptions and reporting.
- Provide annual user awareness training or a separately itemised training module, coordinated with VVOB's internal IT and business owners.
- Maintain a technical cyber-incident response runbook, provide incident containment and forensic assistance where agreed, and support VVOB's appointed decision-makers with evidence for any regulatory notification.
- Apply and document technical protection controls approved by VVOB, including access controls, encryption, audit logging and data-handling requirements.
- Provide an annual security assessment and prioritised remediation plan; any independent external audit costs and scope must be clearly stated.

### Service Stream 6

**Operational Asset Management and Procurement Support**
Maintain accurate operational records and assist with approved purchasing and asset-lifecycle activities. IT strategy, budgets, vendor selection, procurement approvals and technical advisory remain internal VVOB functions.

- Maintain up-to-date operational hardware records in VVOB's GLPI asset register, including assigned user, location, serial number, warranty, status and repair history.
- Prepare specifications, supplier comparisons and quotation information on request, for internal review and procurement approval; the provider has no independent buying authority.
- Provide accurate licence-inventory and subscription-utilisation data, renewal dates and usage reports to VVOB; internal IT retains licensing strategy and renewal decisions.
- Provide cost inputs, maintenance estimates and replacement data for VVOB's internal IT budget planning; no separate strategic IT budget service is required in the baseline.
- Implement approved asset replacement and equipment-disposal processes, including device return, data wiping evidence and lifecycle updates in GLPI.

- Coordinate operational vendor support tickets, repairs and warranties within the agreed scope; contractual relationships, supplier selection and overall vendor governance remain with VVOB.
- Flag ageing or end-of-life assets and provide practical replacement recommendations with indicative costs for internal prioritisation.
- Provide specialised technical advice when explicitly requested and separately priced; strategic roadmaps, enterprise architecture and digital-transformation planning are excluded from the baseline managed-service fee.

## 3. SERVICE LEVEL REQUIREMENTS

The service provider must commit to the minimum service levels below for activities explicitly included in its agreed outsourced scope. SLAs apply to supplier-operated services, not VVOB's retained internal IT work. Incidents and requests must be logged and tracked in GLPI or synchronised to it by an approved integration. The service provider must identify third-party dependencies and propose realistic restore/workaround targets for complex incidents. SLA performance is reviewed monthly.

| Incident / Request Category | Definition | First Response SLA | Resolution SLA | Escalation if breached |
|---|---|---|---|---|
| **P1 — Critical** | Complete system outage, security breach, or data loss affecting all users'/core systems | Within 30 minutes of logging | Within 4 hours | Immediate escalation to senior management and organisation's IT contact |
| **P2 — High** | Major service disruption affecting multiple users or a core business system — partial functionality | Within 1 hour | Within 8 hours (same business day) | Escalation to service provider management within 2 hours of SLA breach |
| **P3 — Medium** | Single users have no workaround available; or multiple users with a workaround in place | Within 2 hours | Within 2 business days | Notification to organisation's IT contact at SLA breach |
| **P4 — Low** | Minor issue, general request, or query; workaround available | Within 4 hours | Within 5 business days | Included in monthly performance report |
| **Service Request** | New user setup, device configuration, access request, software installation | Within 4 hours acknowledgment | Within agreed lead time (minimum 5 days for hardware) | Included in monthly performance report |
| **Planned Maintenance** | Scheduled maintenance, patching, server restarts | Minimum 5 days' advance written notice to organisation | As agreed, maintenance windows only | Rescheduling is required if window is missed |

### 3.1 Service Availability and Coverage Hours

- **Standard support hours:** Monday to Friday, excluding public holidays in [country/countries of operation];
- **Out-of-hours emergency cover: P1 and P2 incidents must be addressable through a documented provider on-call procedure, including named escalation contacts; the 50% internal IT advisor is not assumed to be the 24/7 response resource.**
- **Remote support capability:** the service provider must be able to provide remote support to staff in all office locations and for remote / field-based staff via remote desktop tools, VPN, or equivalent;
- **On-site support: bidders must specify coverage locations, on-site dispatch times and any extra travel costs, separately for the Global Office and country offices. A 30-minute on-site P1 requirement must be expressly confirmed for each location where offered; remote incident response remains mandatory.**

### 3.2 Performance Reporting

- Monthly IT performance report submitted to the Global Director of Finance and VVOB's designated internal IT oversight contact by the 5th working day, covering GLPI ticket volumes, priority, SLA performance, backlog, root causes, security incidents, asset status and upcoming maintenance/renewals;
- Quarterly service review with the supplier account manager and VVOB's internal IT oversight contact to agree priorities, corrective actions and change requests, with management retaining budget and contractual approval;
- Annual service review: a comprehensive written review of the service contract covering performance against all SLAs, strategic recommendations, asset refresh planning, and proposed service improvements for the coming contract year.

## 4. ELIGIBILITY REQUIREMENTS

Proposals will only be considered from service providers that meet all of the following eligibility requirements. Evidence of eligibility must be provided as part of the proposal submission. Proposals that do not demonstrate compliance with eligibility requirements will be disqualified without further evaluation.

### 4.1 Legal and Registration Requirements

- The service provider must be a legally registered company or entity in the country/countries of operation, in good standing with the relevant national registration authority. A current certificate of registration or equivalent must be provided;
- The service provider must hold a valid Tax Compliance Certificate (or equivalent) confirming that it is current on all applicable tax obligations;
- The service provider must not be listed on any debarment or exclusion list maintained by the regulators;
- The service provider must hold adequate professional indemnity insurance, public liability insurance, and (where applicable) cyber liability insurance — with minimum coverage levels specified in Annex C. Evidence of current insurance must be provided.

### 4.2 Technical Eligibility Requirements

- Minimum 5 years and above of experience delivering IT managed services to organisations of comparable size and complexity with at least 3 active clients currently receiving managed services under a formal contract;
- At least 8 qualified IT professionals on staff with relevant certifications including but not limited to: Microsoft Certified (MCP / MCSA / MCSE), CompTIA (A+, Network+, Security+), ITIL Foundation,

or equivalent industry-recognised credentials. Certified staff must be named in the proposal with copies of relevant certifications;

- Demonstrated experience with Microsoft 365 administration including Exchange Online, SharePoint, Teams, and Intune or equivalent MDM;
- Experience managing Navision / Business Central / equivalent ERP systems is an advantage; specifically, user management, system support, and coordination with software vendors;
- Demonstrated capability to work with an organisation-owned GLPI ticketing and asset-management platform, including ticket routing, client portal, SLA reporting, configuration and controlled integration; show evidence of relevant platform experience;
- Demonstrated experience in cybersecurity services including endpoint protection, email security, firewall management, and incident response;
- Experience supporting organisations operating in multiple locations, including remote / field offices, with evidence of remote support capability.

### 4.3 Safeguarding Requirements

- Experience working with NGOs, international development organisations, or non-profit entities is strongly preferred. Proposals from service providers with demonstrable NGO sector experience will be viewed favourably in the evaluation;
- The service provider must commit to maintaining strict confidentiality of all organisational data, beneficiary information, and programme materials accessed in the course of service delivery. A signed Confidentiality and Data Processing Agreement is required before contract commencement;
- The service provider must demonstrate compliance with applicable data protection legislation in all countries of operation, including where applicable GDPR, Kenya's Data Protection Act 2019, Uganda's Data Protection and Privacy Act 2019, or equivalent national legislation;
- The service provider, its staff, and any subcontractors must comply with VVOB's Safeguarding Policy and Code of Conduct, copies of which will be provided to the successful service provider before contract commencement.

## 5. PROPOSAL REQUIREMENTS AND SUBMISSION FORMAT

Proposals must be structured in accordance with the requirements set out in this section. Proposals that do not follow the required structure may be disqualified. All proposals must be submitted in English unless otherwise stated.

### 5.1 Technical Proposal Required Content

The Technical Proposal must include the following sections, in the order listed:

| # | Section | Required Content |
|---|---|---|
| 1 | **Executive Summary** | A concise (maximum 2 pages) summary of the service provider's understanding of the requirements, the proposed service model, and why the service provider is best placed to deliver the contract. |
| 2 | **Company Profile** | Legal name, registration number, year of establishment, ownership structure, physical address, and contact details. List of current and recent clients receiving IT managed services — including organisation name, service scope, contract period, and contact reference for each. |

| | | |
|---|---|---|
| 3 | **Relevant Experience** | Minimum three case studies of comparable engagements, each describing: the client organisation, the scope of services delivered, the team deployed, the challenges encountered and how they were resolved, and the outcomes achieved. At least one case study should be from an NGO or non-profit context. |
| 4 | **Proposed Service Model** | Describe the operational delivery model for each of the six supplier work streams in Section 2, identifying staffing, locations, response arrangements, dependencies, change approval, interfaces with VVOB's retained internal IT function and clear exclusions. |
| 5 | **Staffing Plan** | A staffing plan naming the key personnel proposed for this contract, including the Account Manager, Lead Technical Engineer, and any specialist roles (security, infrastructure, cloud). For each named individual: name, role, years of experience, relevant certifications, and percentage of time dedicated to this contract. |
| 6 | **Helpdesk and Ticketing System** | Show how the provider will operate within VVOB's GLPI platform, including ticket queues, permissions, asset updates, SLA reporting, user support and optional integration approach. Include relevant GLPI experience, examples or demonstration. |
| 7 | **Cybersecurity Capability** | A description of the service provider's cybersecurity tools, certifications, and methodology, including endpoint protection platform, email security solution, SIEM (Security Information and Event Management) or security monitoring capability, incident response process, and any relevant security certifications (ISO 27001, SOC 2, Cyber Essentials, or equivalent). |
| 8 | **SLA Commitments** | The service provider's formal SLA commitments against each category in Section 3 confirming acceptance of minimum requirements or proposing enhanced SLAs where applicable, with justification. |
| 9 | **Implementation and Transition Plan** | Provide a phased onboarding plan including discovery, approval of responsibility boundaries, GLPI onboarding and training, access/security setup, handover of operating procedures and go-live risk controls. Maximum 3 pages. |
| 10 | **References** | A minimum of three client references from organisations currently or recently receiving IT managed services. Each reference must include organisation name, contact name and direct telephone/email, scope of services, and contract period. References may be contacted as part of the evaluation. |

### 5.2 Financial Proposal Required Content

The Financial Proposal must be submitted as a separate, sealed document (or separate PDF file if submitting electronically). The Technical and Financial Proposals must not be combined. Financial proposals that are submitted as part of the Technical Proposal will be disqualified.

The Financial Proposal must include the following:

| Financial Component | Requirements |
|---|---|
| **Monthly Managed Service Fee** | A fixed monthly fee for outsourced operational activities in each of the six service work streams described in Section 2. Show an itemised fee by stream, excluding retained VVOB internal responsibilities, with all standard delivery tools, support and GLPI operating arrangements included (excluding VAT). |
| **Variable / Consumption-Based Charges** | Itemise any consumption charges, licences, additional devices, cloud consumption, optional GLPI add-ons or supplementary technical services separately, with unit rates and estimated monthly cost. Do not include a mandatory replacement helpdesk platform in the baseline. |
| **One-Time / Set-Up Fees** | Separately itemise all one-time transition, security tooling, GLPI onboarding/training, remote-access configuration or infrastructure setup charges, and explain the cost assumptions. |
| **Out-of-Scope Day Rates** | Day rates for qualified personnel for services requested outside the agreed managed service scope, broken down by role/seniority level. |
| **Two-Year Total Cost of Ownership** | A projected two-year (24-month) total cost covering monthly outsourced managed-service fees, expected variable charges and one-time onboarding costs, for comparable financial evaluation. Show any separately quoted optional projects or year-three extension costs outside the evaluated base. |
| **Currency and Payment Terms** | The currency in which services will be invoiced. Proposed payment terms: VVOB's standard payment terms are 30 days from receipt of a valid invoice. |
| **VAT and Tax Treatment** | Confirmation of VAT registration number and applicable VAT rate. Statement of any other applicable taxes or levies. |

## 6. EVALUATION CRITERIA AND SCORING

All eligible proposals will be evaluated using a two-stage process: technical evaluation followed by financial evaluation. Only proposals that achieve a minimum technical score will have their financial proposals opened and evaluated. An Evaluation Committee appointed by VVOB will conduct the evaluation.

### 6.1 Technical Evaluation - 70 Points

| Technical Evaluation Criterion | Maximum Score | Scoring Guidance |
|---|---|---|

| | | |
|---|---|---|
| Legal, registration, and insurance compliance | **Pass / Fail** | Must achieve Pass on all mandatory eligibility requirements to proceed. Any Fail = disqualification. |
| Company profile, track record, and experience — including NGO sector experience | **15** | Exceptional (13–15): 5+ years, multiple NGO clients, strong references.<br>Good (9–12): 3–5 years, some NGO experience.<br>Adequate (5–8): meets minimum.<br>Insufficient (0–4): below minimum. |
| Technical capability and delivery model for the six outsourced work streams, including clear interface with VVOB internal IT and use of GLPI | **20** | Scores per operational work stream (maximum 3–4 per stream), focusing on specific scope, handover, cost discipline, GLPI compatibility and evidence of effective day-to-day service delivery.<br>Detail, specificity, and evidence of delivery methodology will be weighted above generic descriptions. |
| Staffing plan qualifications, certifications, and dedicated capacity | **15** | Exceptional (13–15): all key roles named, all certified, high dedicated capacity.<br>Good (9–12): most roles named, majority certified.<br>Adequate (5–8): meets minimum.<br>Insufficient (0–4): below minimum. |
| Cybersecurity capability and tooling | **10** | Exceptional (9–10): dedicated security tools, SIEM capability, certified security staff, documented incident response. Good (6–8): solid endpoint and email security.<br>Adequate (3–5): basic security tools only. |
| SLA commitments and performance management approach | **5** | Scores are awarded for commitments that meet or exceed minimum SLAs, a quality reporting |

| | | |
|---|---|---|
| | | methodology, and evidence of SLA tracking capability. |
| Transition plan realism, timeline, and risk management | **5** | Scores awarded for a credible, sequenced, risk-aware transition plan that minimizes disruption to the organisation's operations. |
| **TOTAL TECHNICAL SCORE** | **70** | Minimum passing score: 49 out of 70 (70%). Proposals below this threshold will not have their financial proposals opened. |

### 6.2 Financial Evaluation 30 Points

Financial proposals will be scored using the Least Cost Scoring method. The lowest evaluated two-year cost of the outsourced operational services described in Section 2, including onboarding and clearly identified mandatory variable charges, receives 30 points. Other eligible proposals are scored proportionally using the formula below. Optional work outside the baseline is excluded from this calculation.

**Financial Score =**
**(Lowest Evaluated Cost ÷ Evaluated Cost of Proposal) × 30**

### 6.3 Combined Score and Award

VVOB will award the contract to the service provider with the highest combined score (Technical Score + Financial Score, out of a maximum of 100 points), subject to satisfactory reference checks, eligibility confirmation, and successful contract negotiation. VVOB reserves the right to negotiate with the highest-scoring service provider before award.

## 7. PROCUREMENT PROCESS AND TIMELINE

### 7.1 Submission Instructions

- All proposals must be submitted by **30.11.2026, 17:00 EAT**. Proposals received after the deadline will not be accepted under any circumstances;
- Proposals must be submitted electronically to procurement.acsl@vvob.org with the subject line: Provision of Operational IT Support and Managed Services Ref No: VVOB202611001 – [Service Provider Name]. Technical and Financial Proposals must be attached as separate PDF or Word files, with a combined size not exceeding 20 MB;
- Alternatively, proposals may be submitted in hard copy: two printed sets of the Technical Proposal (one original, one copy) and one sealed envelope containing the Financial Proposal delivered to the office's physical address by the deadline. Hard copy submissions must be addressed to VVOB and clearly marked: **CONFIDENTIAL - IT CFQ SUBMISSION — NOT TO BE OPENED BEFORE 30th November 2026.**
- Proposals submitted by any means other than those described above, including fax, social media, or verbal submission, will not be accepted;
- Service providers are solely responsible for ensuring that their proposals are received by VVOB before the deadline. VVOB accepts no liability for proposals that are delayed, lost, or undelivered.

### 7.2 Clarification Questions

- Prospective respondents may submit written clarification questions to the procurement contact stated in Section 10 David Okello, David.Okello@vvob.org and Sijal Joshi, Sijal.Joshi@vvob.org with procurement.acsl@vvob.org in copy no later than 25 November 2026;
- All questions must be submitted in writing; verbal clarification requests will not be accepted;
- All questions and responses will be compiled and circulated in writing to all registered prospective respondents, preserving the anonymity of the questioner. Individual responses will not be provided;
- No clarification questions will be accepted after the stated deadline. Respondents who submit proposals without seeking clarification on ambiguous requirements do so at their own risk.

### 7.3 Conflict of Interest and Confidentiality

- Service providers must disclose any actual or potential conflict of interest in their proposal, including any existing or recent commercial relationship with VVOB, any financial interest in the outcome of the evaluation, or any personal relationship between key personnel of the service provider and staff of VVOB
- All information provided by VVOB in this TOR, and all organisational information accessible to the service provider during the evaluation process, is confidential and must not be disclosed to any third party without VVOB's written consent;
- Proposals are confidential and will not be disclosed to other respondents or to the public.

## 8. CONTRACT TERMS AND CONDITIONS

### 8.1 Contract Period

The initial contract period will be 2 years commencing 01 January 2027. VVOB may renew the contract for up to 5 additional years at its sole discretion, subject to satisfactory performance, mutual agreement on terms, and continued funding availability. A performance review will be conducted 3 months before each renewal decision.

### 8.2 Key Contract Obligations

- The service provider must maintain the agreed staffing, tools and operational services described in its accepted proposal and shall operate within the responsibility and approval boundaries set out in Section 2. Changes to named personnel or key delivery arrangements require at least 30 days' written notice and VVOB approval;
- All data accessed or processed by the service provider in the course of service delivery remains the property of VVOB, its donors and beneficiaries. The service provider must not retain, copy, share, or use organisational data for any purpose other than service delivery, and must securely delete or return all data upon contract termination;
- The service provider must maintain confidentiality of all organisational information and must ensure that all staff and subcontractors working on this contract have signed appropriate confidentiality agreements;
- The service provider must comply with all applicable laws and regulations including data protection legislation in all countries where services are delivered;
- The service provider must carry and maintain the insurance coverages specified in Annex C throughout the contract period and must provide updated certificates of insurance annually and upon request.

### 8.3 Performance Management and Contract Review

- Monthly SLA performance reviews conducted against the metrics in Section 3, with written reports submitted by the service provider;

- Quarterly service review meetings between the service provider's Account Manager and VVOB's designated IT oversight contact;
- Annual performance review: a comprehensive assessment of service quality, relationship health, and value for money. The outcome of the annual review will inform the contract renewal decision;
- **Escalation and remediation:** where VVOB identifies persistent SLA non-performance or service quality concerns, a formal improvement notice will be issued. The service provider will have [X] days to submit a corrective action plan and [X] days to demonstrate measurable improvement. Failure to improve following a formal notice may result in contract termination.

### 8.4 Termination

- Either party may terminate this contract by providing 2 months' written notice without cause;
- VVOB may terminate this contract immediately without notice or liability in the event of a material breach of contract, a security incident directly attributable to the service provider's negligence, the service provider entering insolvency or administration, or a serious safeguarding or integrity failure by the service provider or its personnel;
- On termination, the provider must cooperate fully with transfer of the outsourced services to VVOB or a successor provider, including documentation, the return or revocation of delegated access, export of operational records, GLPI ticket/asset data continuity, and transition assistance for a minimum of two months;

## 9. SUBMISSION CHECKLIST AND ANNEXES

The following checklist must be completed and submitted as part of the proposal. Proposals missing required documents may be disqualified. The service provider should tick each item to confirm inclusion before submission.

| # | Document / Requirement | Required? | Included? |
|---|---|---|---|
| 1 | Completed Technical Proposal — structured per Section 5.1 | **Mandatory** | ☐ |
| 2 | Completed Financial Proposal — submitted separately, unsigned envelope / separate file | **Mandatory** | ☐ |
| 3 | Certificate of company registration / incorporation — certified copy | **Mandatory** | ☐ |
| 4 | Valid Tax Compliance Certificate or equivalent | **Mandatory** | ☐ |
| 5 | Certificate of current professional indemnity insurance | **Mandatory** | ☐ |
| 6 | Certificate of current public liability insurance | **Mandatory** | ☐ |
| 7 | Certificate of current cyber liability insurance (if held) | **Strongly recommended** | ☐ |
| 8 | Certified copies of professional certifications for all named key staff | **Mandatory** | ☐ |
| 9 | CVs for all named key personnel | **Mandatory** | ☐ |
| 10 | Minimum three client references with contact details | **Mandatory** | ☐ |
| 11 | Minimum three case studies structured per Section 5.1, item 3 | **Mandatory** | ☐ |
| 12 | Evidence of GLPI support capability, helpdesk demonstration, or proposed integration approach | **Mandatory** | ☐ |
| 13 | Completed Annex A — Eligibility Declaration (signed by authorised signatory) | **Mandatory** | ☐ |

| | | | |
|---|---|---|---|
| **14** | Completed Annex B — Financial Proposal Form (itemised per Section 5.2) | **Mandatory** | ☐ |
| **15** | Completed Annex C — Insurance Requirements Declaration | **Mandatory** | ☐ |
| **16** | Completed Annex D — Conflict of Interest Declaration (signed) | **Mandatory** | ☐ |
| **17** | Completed Annex E — Key Personnel Declaration and Availability Confirmation | **Mandatory** | ☐ |

**Annex Note:** Annexes A through D will be attached to the CFQ document as separate Word forms. Respondents must complete and sign each annex individually. Typed signatures are acceptable for electronic submissions; wet-ink signatures are required for hard copy submissions.

## 10. CONTACT DETAILS AND ENQUIRIES

All enquiries related to the Call for Quotations must be directed in writing to the procurement contact named below. Verbal enquiries will not be accepted and will not receive a formal response. Providers may optionally register their intention to submit via David Okello, David.Okello@vvob.org and Sijal Joshi, Sijal.Joshi@vvob.org with procurement.acsl@vvob.org in copy receive clarifications and amendments.

| | |
|---|---|
| Organisation | VVOB |
| Contact | David Okello, David.Okello@vvob.org and Sijal Joshi, Sijal.Joshi@vvob.org with procurement.acsl@vvob.org in copy |
| Title | Provision of Operational IT Support and Managed Services |
| Subject Line (all enquiries) | Provision of Operational IT Support and Managed Services<br>Ref No: VVOB202611001 |
| Submission Email | procurement.acsl@vvob.org |
| Physical Address | FAWE House, Chania Avenue, Kilimani |
| Enquiry Deadline | 25 November 2026 (clarification questions) |
| CFQ Reference No | VVOB202611001 |

## ANNEX B (i): Submission Form for Operational IT Support and Managed Services

| | |
|---|---|
| The registrant (name or trade name): | |
| Legal form (NPO, Public Limited Company or other): | |
| Company number: | |
| Registered office (Country, municipality, postal code, street and number): | |
| Represented by the undersigned (Name and given names): | |
| In the capacity of: | |
| Nationality: | |
| Legal residence (Country, municipality, postal code, street and number): | |
| I enclose with my tender all the information and documents requested by the commissioning organisation. | |
| Total Gross Price according to the price inventory hereafter | In figures: ..... EUR<br>In letters: ……EUR |
| Payments will be validly made by bank transfer to the account number: | |
| In the name of: | |
| Made at (Place, date):<br><br>Name<br><br><br>Signature | |

## ANNEX B (ii): PRICE LIST

The contract is concluded with and executed through VVOB-ACSL, FAWE House, Chania Avenue, Kilimani. The bidder is expected to include all costs, applicable taxes and other levies and charges in the price offer, including Withholding Tax (WHT). The bidder is an independent contractor and is responsible for assessing tax compliance and applicability in accordance with applicable legislation.

For information purposes only, without incurring any liability and subject to any changes in rates due to new legislation, the services under this assignment are subject to Withholding Tax (WHT) in Kenya at the following rates:

- 5% WHT for Kenyan-based or Kenyan-registered consultants
- 20% WHT for non-resident (foreign) consultants

VVOB will deduct WHT from each payment and remit it to the Kenya Revenue Authority (KRA). If the service provider is exempt from WHT in Kenya, the service provider shall provide evidence of the exemption from KRA, or alternative proof of exemption in accordance with double taxation treaties.

| **Services** | **Price Breakdown (in EUR)** | | | | |
|---|---|---|---|---|---|
| | **Number of days** | **Gross daily rate, incl. WHT (1 day = 8 working hours) [A]** | **Gross total [B = days × A]** | **WHT Amount [C=B*WHT %]** | **Net Amount Payable [D=B-C]** |
| Consultancy | | | | | |
| **TOTAL (EUR)** | | | | | |

[1] WHT indicate % _____

| | |
|---|---|
| Made at (Place, date):<br><br>Name<br><br><br>Signature | |

# ANNEX C

## Declaration on Honour Concerning the Grounds for Exclusion

Reference of the procurement: VVOB202611001: **Provision of Operational IT Support and Managed Services**

I, the undersigned, (insert name of the person signing this form)

☐declares it its own name *(if the economic operator is a natural person or in the case of a declaration by a director or a person with powers of representation, decision-making or control over the economic operator)*

or

☐ declares as representative of (*if the economic operator is a legal person*)

full legal name (*for legal persons only*)

Full legal form (*for legal persons only*):

full official address:

company registration number: N/A

that the company or organisation that he (or she) represents / he (or **she**):

a) has not been the subject of a final judgment on the merits for one of the following offences:
   i. participation in a criminal organisation
   ii. corruption
   iii. fraud
   iv. terrorist activities, offences connected with terrorist activities or inciting, aiding or attempting to commit such an offence
   v. money laundering or terrorist financing
   vi. child labour and other forms of trafficking in human beings
   vii. employment of illegally staying third-country nationals

b) is not bankrupt or in receivership, has not ceased or suspended trading, is not subject to a court settlement or other arrangement with creditors and is not involved in any similar proceedings under national laws and regulations;

c) has not been guilty of grave professional misconduct proven by any means which the contracting authority can justify;

d) has fulfilled all its obligations relating to the payment of social security contributions and the payment of taxes in accordance with the legal provisions of the country in which it is established and any country in which it has operations, in the country of the contracting authority and in the country where the contract is to be performed;

e) that (s)he will conduct (her)(him)self at all times in compliance with VVOB's Codes of Conduct referred to in the call for quotations. The bidder will further ensure that all personnel and (sub)contractors involved in the execution of this contract, as well as all affiliated companies, comply with the Codes of Conduct.

f) that neither it nor any personnel, affiliates or (sub)contractors:
   - is the subject or the target of any sanctions as laid down in (1) the UN Security Council consolidated list, (2) the Special Economic Measures Act (SEMA – Canada), (3) the EU restrictive Measures, (4) the Treasury's Office of Foreign Assets Control (OFAC) List, (5) the HM Treasury's Office for Financial Sanctions Implementation Consolidated list, or (6) the List

of Subjects of Sanctions of the State Secretariat for Economic Affairs (SECO – Switzerland) (hereafter the “Sanctions”)

- is the target of Sanctions pursuant to the country or territory where it is located, organized or resident.
- will directly or indirectly use the proceeds of the envisaged contract, or lend, contribute or otherwise make available such proceeds to any person or entity in violation of any Sanctions laws.
- has knowingly engaged in or are knowingly engaged in any dealings or transactions with any person that at the time of the dealing or transaction is or was the subject or the target of Sanctions or with any sanctioned country.

g) that (s)he complies with the United Nations regulations referred to in the call for quotations.

h) that, should the contract be awarded, he (she) will provide on request proof for one or more of the above-mentioned situations.

Full Name……., Date……., Signature……..