Tender Notice: Provision of Operational IT Support and Managed Services

Overview

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. 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.

A. 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. The contact person for this procurement is David Okello, David.Okello@vvob.org and Sijal Joshi, Sijal.Joshi@vvvob.org with procurement.acsl@vvob.org in copy.

B. Scope of work

- **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, license data and replacement recommendations.

C. Contract Duration and Submission Details

Duration: 2 Years
Submission Deadline: 30 November 2026, 17:00 EAT
Submission method: through email on procurement.acsl@vvob.org with David.Okello@vvob.org and Sijal.Joshi@vvvob.org
Language: English
Reference: Include tender ref "**VVOB202611001"** in your submission.

D. Tender Requirements and Technical proposal

- Administrative documents, including the registration form and declaration on honour.
- Technical proposal including: An explanatory note on the tenderer's experience with Provision of Operational IT Support and Managed Services and their understanding of Kenya's legal, financial and regulatory environment, methodology and workplan.

E. Financial proposal

CVs of the proposed consultant(s) and team members, examples of previous relevant work, and at least three professional references

This document provides basic guidelines and context but is not the full version. For full details, refer to the official tender document and its annexes, available on the Belgian e-Procurement platform.

For enquiries and correspondence, please contact David.Okello@vvob.org and Sijal.Joshi@vvvob.org with procurement.acsl@vvob.org in copy.