

Agency for Support for BEREC

Call for tenders BEREC/2020/07/OT

PROVISION OF ICT SUPPORT SERVICES, INCLUDING SYSTEMS MAINTENANCE AND DEVELOPMENT AND CENTRALIZED SOFTWARE MANAGEMENT

Open procedure

TENDER SPECIFICATIONS

Part 2: Technical specifications

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1. DESCRIPTION: WHAT DO WE WANT TO BUY THROUGH THIS CALL FOR TENDERS?

The services that are the subject of this call for tender, including any minimum requirements, are described in detail in the document *Tender specifications – part 2: Technical specifications*, hereafter referred to as *Technical specifications*.

Variants (alternatives to the model solution described in the tender specifications) are not allowed. The *Contracting authority* will disregard any variants described in a tender.

1.1. Background and objectives

The Agency for Support for BEREC (BEREC Office) is an EU Agency supporting Body of European Regulators for Electronic Communications (BEREC) in the fulfilment of its mission to ensure the consistent implementation of the European regulatory framework for electronic communications. The BEREC Office premises are situated in Riga, Latvia. The BEREC Office as the Contracting Authority intends to purchase information and communication technology (ICT) support services, including systems maintenance and development and centralized software management.

All BEREC Office information systems, applications, servers, databases are hosted internally and in the cloud. The BEREC Office takes advantage of the usage of public and private cloud services. There are number of IT services, which are running on in support to the daily operation of the Agency. They include hardware maintenance operations; database administration; information system analysis; network configurations; video-conferencing services; reception, registration, maintenance and retirement of IT assets; as well as specific project management activities in support to IT project development.

During the contract performance, the contractor will receive the following input by the Contracting Authority:

- Clear objectives for each started task;
- Access to internal documents and systems;
- Main contact point during the entire contract duration for addressing all-administrative and technical aspects for the provision of ICT support services.
- Specific guidance according to the internal-rules of the Agency (such as data-protection regulation applicable to the EU Institutions, Agencies and Bodies of the EU, internal operations in video-conferencing facilities, applicable ICT internal workflows, etc.)

During the contract performance, the contractor is requested to deliver the services physically on-site at the BEREC Office premises on Z. A. Meierovica blvr. 14, Riga.

Each contract will have monthly or bi-monthly invoicing schedule, depending on the agreement for each specific contract, where the delivered services will be described in monthly or bi-monthly reports for each specific contract concluded.

In cases when an event is organized by the BEREC Office and is taking place outside the BEREC Office premises, the contractor may be required to supply services on a different location than the address indicated above. In such cases, the BEREC Office shall cover additional costs as appropriate.

If requested, the contractor should be able to provide/deliver off-site support services according to the scope described in point 1.2 also taking into account the work-schedule/working hours described in point 1.3.

1.2. Detailed characteristics of the purchase

The services are divided into two separate service groups:

- **ICT Support services Group1:**

Including: Information security; Networking and VPN; ICT system design; ICT system administration and application management;

- **ICT Support services Group2:**

Including: ICT support services to BEREC Office users; ICT technical support; ICT infrastructure support; Audio-visual-conference support;

The contractor shall assign minimum 1 full-time ICT specialist for each service group. However, the number of ICT specialists to be assigned for each service group and the need of support of the service group shall be subject to individual specific contract and may vary in periods of high or low demand for services.

More detailed description for both service groups expected to be delivered is listed below:

Information security. Such as:

- Provide information security awareness training to Agency's personnel;
- Support the creation and management of security strategies and plans;
- Oversee information security audits, whether by performed by the Agency or third-party personnel/provider;
- Manage security operations and all other information security needs;
- Provide training on information security for ICT group/team of the Agency upon request;
- Assess current ICT technology architecture for vulnerabilities, weaknesses and for possible upgrades or improvements;
- Implement and oversee technological upgrades, improvements and major changes to the information security environment;
- Support in the management and configuration of physical security, disaster recovery and data backup systems;
- Communicate information security goals and new programs effectively with the ICT managers within the Agency;

Network administration, VPN and connectivity services:

- Monitoring and management of all IT networks and resolving networking problems through effective implementation of measures including implementation of preventive measures for IT networks.

- Determine and maintain all networks according to Agency's and vendor standards.
- Assistance in various projects and systems setup to maintain network security including configuration of routers and firewalls.
- Establishing and ensuring maintenance of notifications according to requirements and monitor effects on system.
- Delivery of network system administration tasks for Windows environment.
- Inspection and recommendation of appropriate installation of operating systems and ensuring better optimization processes.
- Analysis and identification of all technical problems and provision of consultation and training to help all users.
- Management and documentation of network systems, operational procedures and monitoring hardware for networks.
- Configuration and management of VPNs.

Information system analysis and design. Such as:

- Deployment, maintenance, and troubleshooting of core business applications, including application servers, associated hardware, endpoints, and databases;
- Coordination with internal and external stakeholders to establish project scope, system goals, and requirements;
- Development, analysis, prioritization, and organization of requirement specifications, data mapping, diagrams, and flowcharts;
- Translation of highly technical specifications into clear non-technical requirements;
- Management the set-up and configuration of Information systems;
- Definition and execution of testing procedures, and development of test cases
- Provide documentation of all processes and training as requested;
- Development and implementation of maintenance procedures, monitoring systems health, gathering system statistics, and troubleshooting reported errors and alarms;
- Performing design, implementation, and upgrades of information systems to meet the business and user needs;
- Implementing best practices for scalability, supportability, ease of maintenance, and system performance;

ICT system administration and application management. Such as:

- Ensure that the web server(s), hardware and software are operating correctly; improving the design and/or the functionalities of the website,
- Generate and revise web pages;
- Provide support to the web-content owners;
- Fix links on the website(s);
- Reply to website user (general public) comments with technical character and/or fix malfunctioning;

- Examine the traffic through the site, monitor website security and propose improvements when deemed necessary;
- Content placement based on the instruction of staff members;
- Carry out BEREK website assessment and evaluation;
- Management of SharePoint on premises and SharePoint on-line.
- Management of backups. Suggestions for improvements for implemented backup solutions;

ICT support services to BEREK Office users covering all aspects, such as:

- Installing and configuring computer hardware operating systems and applications;
- Monitoring and maintaining computer systems and networks;
- Talking staff through a series of actions, either face-to-face or over the telephone or e-mail, to resolve ICT issues;
- Providing support, including procedural documentation and relevant reports;
- Ensuring access to existing applications used by the BEREK Office staff;
- Supporting the roll-out of new applications;
- Responding within agreed time limits to call-outs;
- Testing and evaluating new technology and/or applications to be deployed at the BEREK Office;

ICT technical support. Such as:

- Troubleshooting and management of peripheral devices.
- Replace consumables such as toner cartridges, fuser appliances, staples, etc.
- Following documentation and written instructions to repair a fault or set up a system;
- Fix small malfunctions such as paper jams, cabling problems etc.
- Troubleshooting system and network problems and diagnosing and solving hardware or software faults;
- Troubleshooting of telecom equipment (phones, teleconferencing and videoconferencing devices and services);
- Report to servicing companies major errors, keep track of visit repairs, and log all communications.
- New staff initiation and training
- Setting up new users' accounts and profiles and dealing with password issues;
- New staff introduction to BEREK Offices ICT infrastructure, services and processes;
- ICT Technical assistance during public consultations;
- Provide technical assistance during public consultations in dealing with spam, excessive traffic in peak periods of submissions of contributions;
- Provide technical assistance in managing on-line platforms for public consultation;
- Provide technical advice and assistance in processing the contributions received;

ICT infrastructure support. Such as:

- Keep track of location of each ICT item (PCs, monitors and any other peripheral);
- Assist in user moves between offices and keep a record of any (ICT and telecom related equipment) changes as above;
- Conducting electrical safety checks on computer equipment;
- Assist BEREC Office staff in new ICT items reception and declassification processes.
 - Assist in re-allocation moves of offices and install necessary IT equipment and infrastructure.

Audio-visual-conference support. Such as:

- Prepare ICT environments in conference rooms to accept invitees and their presentations;
- Support, prepare and connect audio/video conference calls between BEREC office and BEREC members;
- Assist invitees and staff with their equipment (laptops, handheld devices) in connecting to BEREC Office ICT infrastructure (Wi-Fi network), including by e-mail or telephone;
- Provide assistance in the organisation of meetings, including by audio/video conference and/or streaming, by providing the appropriate ICT logistical support as regards IT matters;
- Return material back to their storage and put rooms/cabling in order;
- Ensure proper functioning of the technical equipment in the meeting rooms, including audio/video equipment, i.e. microphones, speakers, audio consoles, video input/output, streaming and video-on-demand;
- Assist BEREC Office staff during meetings with their ICT related media/presentations;

1.3. Work schedule

The services should be provided according to terms set out in the Specific Request.

In general, the services are to be provided daily, Monday to Friday from between 08:30 and 17:30 (with an hour lunch break). However, the specific contract may provide for a different schedule, for a period of 8 hours, anytime between the opening hours of the BEREC Office ranging from 07:00 and 20:30 o'clock.

If needed, the contractor may also be requested to provide service on weekends or public holidays. The BEREC Office will inform the Contractor in writing of such needs at least 2 working days in advance. The services provided during overtime hours, weekends or public holiday will be covered by the BEREC Office only where it is approved in advance by the BEREC Office that such extra services were required.