

**Issue date: 26.02.2025**  
**Closing date: 14.04.2025**

## Call for offers

Donau Soja is searching for a

### **Service provider for monitoring and maintenance of the IT infrastructure and IT support**

The Donau Soja Organisation hereby invites companies (hereafter: the service provider) to send in their proposal for the provision of the services described in this call for offers.

#### **1. Background**

##### The Donau Soja Organisation

Donau Soja Organisation is an independent, international, non-profit, multi-stakeholder organisation aiming to effectively meet protein market demand and to provide a baseline for the development of high-quality soy cultivation in the Danube Region. The Organisation's seat is in Vienna, Austria with regional offices in Novi Sad Serbia, Kiev Ukraine and Chisinau Moldova.

The mission of the Association is to increase Europe's self-sufficiency in soybean production, to promote sustainable agricultural practices and to contribute to the development of rural areas. Its members are representatives from the entire value chain who combine efforts to change the way soya is produced and used in Europe.

More about Donau Soja here: <http://www.donausoja.org/en/home/>

##### Strategic Partnership Programme

Donau Soja has a long-lasting cooperation with Austrian Development Agency (ADA) within Strategic Partnership Programme. This service will be related to implementation of this Programme.

Please find more about our cooperation and Strategic Partnership Programme here <https://www.donausoja.org/projects/ada/>

#### **2. Objective of the assignment**

The subject of this call/contract is a Service Level Agreement (in further hereinafter also referred to as SLA) concerning the maintenance of the IT infrastructure by the Contractor for the client and its named affiliated companies. As a reference for the bidders, the volume of support for 2024 has been of 111 open tickets and about 84 hours from the actual contractor.

#### **3. Tasks of service provider**

As part of the SLA, the Contractor shall provide following services:

##### **Monitoring:**

- Ongoing monitoring of active infrastructure components and system-critical services/processes

- Combined graphical representation of topology and logical structure in real time
- Data archiving for long-term analysis and trend detection (e.g. utilization of RAM, CPU, memory, bandwidths, ...)

#### **Maintenance and support:**

- Support for the client by telephone and e-mail
- Support for the client via remote maintenance
- User administration for MS 365 (e.g. accounts management, license management, SharePoint access management)
- In the event issues occur, error analysis or qualification of the source of the malfunction and initiation of separate measures (e.g. escalation to third parties)
- Ticketing system for the documentation of support cases
- Regular inspections of the active infrastructure components
  - Hardware status and resource utilization (servers, storages, switches, ...)
  - Host Server virtualization logs and statistics (trend analysis)
  - Guest Server operating system logs and statistics (trend analysis)
  - Antivirus logs and statistics (trend analysis)

#### **Backup control**

- Patch management
  - Hardware firmware in case of error or demand
  - Windows Server and Client Patch Management (Windows Updates)
  - Linux OS patch management
- Minor hardware repairs

### **4. Expected outputs**

#### **Increased System Reliability and Uptime**

- Continuous monitoring helps detect issues early, reducing the risk of system failures.
- Regular maintenance and inspections ensure infrastructure components function optimally.
- Proactive backup control prevents data loss and ensures business continuity.

#### **Cost Efficiency**

- Predictable costs with a structured SLA instead of unpredictable emergency repairs.
- Avoids the need for in-house IT staff, reducing overhead costs.
- Efficient resource allocation through trend analysis of system usage.

#### **Faster Issue Resolution & Expert Support**

- Multi-channel support (phone, email, remote) ensures quick troubleshooting.
- Ticketing system for tracking and resolving incidents systematically.

#### **Security and Compliance**

- Patch management ensures systems are protected against vulnerabilities.
- Antivirus monitoring and log analysis reduce cybersecurity risks.
- Helps meet regulatory and compliance requirements with documented IT maintenance.

#### **Long-Term Performance Optimization**

- Data archiving and trend analysis help plan for future infrastructure needs.
- Regular hardware and software updates improve efficiency.
- Virtualization logs and statistics support resource allocation and scaling.

## **5. Time frame and organisation**

The work of the service provider will start as soon as the contract is signed. The duration of engagement is without an end date and is subject to organisational requirements and satisfactory performance. The Service provider is expected to use the own office for the assignment.

## **6. Reporting**

You will be reporting to the Donau Soja internal IT support for both the technical and administrative part. The Internal IT Support will be your main partner, receiving all information regarding open/closed tickets, current and future risks, invoices, tests, planning of improvements, reception of offers, etc.

## **7. Requirements/ selection/ award criteria**

### **1. Technical Capability & Service Quality**

- Monitoring & Maintenance Scope – Coverage of all required monitoring, maintenance, and backup tasks
- Response Time & SLAs – What are the guaranteed response and resolution times for incidents?
- Support Availability – When is the support guaranteed?
- In which languages is support guaranteed?
- Experience & Certifications – Relevant industry experience, vendor certifications (e.g., Microsoft, Cisco, Linux)

### **2. Cost & Pricing Model**

- Total Cost of Ownership (TCO) – Comparison of one-time setup costs, monthly fees, and additional costs (set up laptops, international support,...).
- Billing Flexibility – Fixed price vs. usage-based pricing (e.g., per ticket, per hour).
- Hidden Costs – Check for additional fees (e.g., hardware repairs, software licensing). All costs shall be clearly outlined, with no hidden fees

### **3. Security & Compliance**

- Data Protection & Security Measures – Does the provider follow security best practices (e.g., encryption, multi-factor authentication)?
- Regulatory Compliance – Standards met, like GDPR, ISO 27001, NIS2
- Disaster Recovery & Backup Policies – frequency and storage of backups

### **4. Scalability & Future-Proofing**

- Scalability – Can the provider support future business growth and increased IT needs?
- Technology Stack – Are modern IT solutions supported (cloud services, virtualization, automation)?
- Innovation & Upgrades – Does the provider offer proactively suggestions for improvements?

### **5. Reputation & References**

- Client References & Case Studies – Do they have success stories from similar businesses?
- Service Reviews – What do other clients say about their reliability and responsiveness? Do they have independent ratings or testimonials?
- Financial Stability – Are they a long-term, stable company?

### **6. Contract Flexibility & Risk Management**

- Exit Strategy & Contract Terms – Are there fair termination clauses without excessive penalties?
- Risk & Liability Management – What liability do they take for failures or data breaches?
- Escalation Process – Is there a clear procedure for handling major incidents?

<b>Criteria</b>	<b>Points</b>
Technical Capability & Quality	0-30
Cost & Pricing Model	0-20
Security & Compliance	0-15
Scalability & Future-Proofing	0-10
Reputation & References	0-15
Contract Flexibility & Risk	0-10
<b>Total</b>	<b>Max. 100</b>

## 8. Price Criteria

We will consider only offers that contain prices and/or claim reimbursements that are not higher than those customary within the specific sector or local market. Rebates, cash discounts and the like shall be clearly stated in the offer.

**The most economically advantageous offer will be selected.**

## 9. Payments

The service provider will work under a framework agreement.

Remuneration instalments will be based on an offer and agreement between Donau Soja GmbH and the service provider. The detailed remuneration plan will be defined in the framework agreement.

Payments will be made based on issued invoices.

## 10. Documents to be provided

Please send the required documents in an email, in English.

- Service Level Agreement (**SLA**) – A draft of your proposed SLA, including response times, uptime guarantees, and service commitments.
- Detailed **price breakdown**: A clear breakdown of costs, including setup fees, monthly fees, extra charges, and potential hidden costs. Please also indicate the costs for services not included in this SLA
- The **Annex 1** (see below), signed
- **Service Portfolio** – A document detailing all IT services you provide, or a web link to them
- Project **References** – Examples of past projects, preferably from similar organisations (international, up to 50 employee). If available: customer satisfaction reports – Survey results or case studies showing client feedback.
- **Technical Certifications** – Vendor or employee certifications (e.g., Microsoft, Cisco, IT Service management Certifications).
- **Compliance Certificates** – Proof of compliance with GDPR, ISO 27001, NIS2, or other industry-specific standards.

- **Support & Escalation Process** Document – Workflow for handling issues, including escalation to third parties.
- **Liability & Risk Coverage** Document – Details on your liability in case of service failures or data breaches.
- **Data Protection & Security Policy** – How you handle cybersecurity, backups, and personal data protection.
- **Disaster Recovery & Business Continuity Plan** – How you handle data loss, cyberattacks, and system failures.

Please indicate “Service provider for IT support” in the subject, to: [covelli@donausoja.org](mailto:covelli@donausoja.org)

Should you have questions please send them **until March 12<sup>th</sup> 2025** to:  
[covelli@donausoja.org](mailto:covelli@donausoja.org)

Donau Soja is committed to achieving diversity within its workforce, and encourages all qualified applicants, irrespective of gender, nationality, disabilities, sexual orientation, culture, religious and ethnic backgrounds to apply.

## **Annex 1**

### **Consent to the processing of personal data**

Providing personal data is voluntary. Failure to do so will result in the bidder being unable to participate in the evaluation process.

By participating in this call, the bidder acknowledges and consents to the processing of their personal data, as well as the personal data of all participating individuals, in accordance with GDPR-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.

The personal data provided within this call will be stored by the procuring body until the bidder revokes their consent to the processing of data, but not for less than a period of 5 years from the closing date of the ADA Strategic Partnership Project. The bidder grants the procuring body permission to retain and store their personal data for the purpose of maintaining complete project documentation.

Furthermore, the bidder authorizes the procuring body to disclose their personal data, as well as the personal data of participating individuals, to auditors and/or donors if requested for further checks and audits.

#### **For Bidder:**

*Name*

*Company*

*Place/Date*

*Signature*