Request for Expression of Interest (EoI) for the provision of IT Skills Training

Background

The Organization for Security and Co-operation in Europe (OSCE), with its Secretariat in Vienna, Austria, is interested to establish a Corporate Window Contract for the provision of IT Skills Training with one or more reputable and experienced companies in the following areas:

- **Business Skills**: IT Service Management, IT Governance, Project/Programme Management, PMO, Business Analysis, Agile.

- **IT Operations**: Networking, Data Centre, Operating Systems, Security, Networking, Telephony, Databases, Oracle, Cisco, VMWare.

- **Software Development:** .NET, SharePoint, SQL Server, Oracle.

- **Security:** management, operations, software development.

Examination and Certification shall be available when supported by a course.

The course portfolio shall be delivered in one or more of the following methods:

- Software-as-a-Service (SaaS) online training/e-learning**;**
- Instructor-led online classroom;
- Instructor-led classroom at OSCE premises in Vienna, Austria;
- Instructor-led classroom at vendor premises within Europe.

Bidder Qualifications

The Bidder must have the following skills, experience and competencies:

- Be able to provide customized and flexible training solutions to meet OSCE/ICT business objectives
- Have experience in delivering training solutions to international organisations/government agencies
- Provide business and industry experienced expert instructors/consultants with extensive practical ("real-world") experience
- Be able to provide offered training courses and training methods in English language.

Requirements

- The possibility to receive industry-recognized accreditation at the end of courses that support certification (e.g. COBIT, Cisco CCNA, CCNP and Voice certifications, Microsoft certifications, P3O®, ITIL® and PRINCE2®)
- Co-operation with distinguished examination and certification institutions (leading providers of independent certification and accreditation, PMI, EXIN, APMG, IIBA)
- Courses to be delivered in business English by fluent English speakers
- Instructor-led training on OSCE premises shall be delivered in Vienna, Austria for 10 to 20 delegates.

- self-paced eLearning training via a web site. The eLearning platform shall allow staff and their supervisors to monitor and report on their eLearning activities. Ability to receive eLearning certificates upon course completion.
- Comprehensive training materials/instruction and exam/certification preparation to be included in the course price. Certifications & exams are to be priced separately.

EoI Procedure

Please note that this is not an invitation for submission of a bid or proposal. This is the Request for Expression of Interest (EoI) to identify service providers interested and qualified to participate in the planned competitive tender.

Please respond by email to Ms. Khawla Farah at Khawla.Farah@osce.org should you become interested to participate in the planned tender. Kindly confirm in your response that your company is fulfilling the requirements listed under Bidder Qualifications and Requirements.

We are looking forward to hearing from the interested companies by **30 April 2018 latest by 17:00HRS CET.**

END.