SUMMARY OF SERVICES

ITB 03/2024 for *Provision of*

Support Services for the ICT Back-end Infrastructure Systems

The OSCE is seeking to establish a Support Service Contract with a qualified Vendor covering the architecture and design, implementation, maintenance and support, training and upgrade of its IT infrastructure services and products from major vendors such as HPE, Microsoft, Cisco, VMware, OpenText, RSA, Kasperky and Baramundi.

The qualified Vendor should also provide consultants for:

- ✓ Operational backup for the OSCE platform team;
- ✓ Operational long-term assignment to the OSCE platform team;
- ✓ Operational backup for the OSCE client management team;
- ✓ Operational long-term assignment to the OSCE client management team;
- ✓ Backup for OSCE platform team in case of disaster recovery;

OBJECTIVES:

Objective I – Technical Expertise

- ✓ Provide the OSCE with specific technical expertise/consultancy for the application and efficient use of software products and platforms, including advice and technical assistance on the setup, configuration, maintenance, security as well as new updates and upgrades of these products.
- ✓ Provide technical expertise and assist the OSCE decision making on optimum operation and maintenance of referenced software.
- ✓ Advise on best business practices for the utilization and evolution of the ICT infrastructure.

Objective II – Incident and support

- ✓ provide remote and on-site ad-hoc troubleshoot and incident resolution support for the maintenance of efficient operation of software products and platforms as a "second level escalation services".
- ✓ Escalate issues with the concerned Vendor(s) at no extra cost for the OSCE for cases that the Contractor is not able to resolve.

Objective III – IT innovation and evolution

- ✓ Update OSCE staff on the latest technology evolution of software products and platforms.
- ✓ Propose yearly Vendor events to provide updates on manufacturer and vendor product roadmaps to plan investments (Knowledge Transfer).