

Terms of Reference (ToR)

Framework Contract – IT Service Provider

Background

The European Exchange is seeking a professional IT service provider to support our day-to-day IT operations, ensure the stability and performance of our systems, and provide quick and reliable support for any technical issues that may arise. We are a small organization with approximately 15–20 staff members, operating with international teams and primarily using Apple devices.

Scope of Services

The selected provider will be expected to deliver the following services:

- 1. Availability and Support**
 - Provide IT support during regular working hours (Monday–Friday, approx. 9:00–18:00 CET).
 - Offer remote support via tools such as TeamViewer, AnyDesk, or similar platforms for quick issue resolution.
- 2. System and Device Expertise**
 - Proven experience working with MacBook devices, which are our primary hardware.
 - Troubleshooting expertise for software and hardware issues.
 - Management and maintenance of internet connections and internal IT systems.
- 3. Organizational IT Support**
 - Assist in optimizing and enhancing internal IT infrastructure.
 - Support for software licenses and system updates.
 - Provide onboarding and IT training for new staff, if needed.
- 4. Procurement & Asset Management**
 - Support the procurement of IT hardware and software, including:
 - Providing technical specifications.
 - Sourcing offers prior to purchase.
 - Managing supplier communication where relevant.
- 5. Communication & Collaboration**
 - Ability to work with international colleagues in a multicultural environment.
 - Clear and timely communication in English (German is an asset).
- 6. Consultancy & Improvements**
 - Propose improvements to enhance IT systems and digital work environments.
 - Provide occasional consultancy on IT strategy and security if needed.

Requirements

- Experience providing IT services to small and medium-sized organizations.
- Strong references or portfolio demonstrating similar work.
- Legal entity with valid Tax Identification Number (Steuernummer).

Application Process

Interested providers are invited to submit

- A monthly lump-sum service fee for standard IT support.
- A CV or company profile/portfolio outlining relevant experience.
- Tax ID number and company registration details

via email to info@european-exchange.org

Timeline

- The call will remain open for 25 calendar days from the date of publication.
- Submissions will be reviewed internally, and shortlisted offers will be invited for a negotiation and clarification round within 5 working days after the deadline.
- A final decision will be made based on a combination of technical suitability, pricing, and service quality.

Contact

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