

RLS SEA is looking for IT onsite support service

0. Background of RLS

The Rosa Luxemburg Stiftung (short forms the "RLS" or "Rosa") originated from the registered association in Germany once called "Social Analysis and Political Education" and founded in Berlin in 1990. In 1996, the RLS was recognised by the Party of Democratic Socialism (PDS) as its close political education institution. The Party of Democratic Socialism transformed itself into "Linkspartei" ("Left Party"), which together with the so-called "WASG" formed the new party "Die LINKE" ("The Left") in 2007. Nowadays, the RLS is affiliated with this German political party and works closely together with "The Left" worldwide.

The RLS has become a provider of civic education and a centre for progressive social research in both Germany and throughout the world. As one of six party-affiliated political foundations in Germany it supports partners in developing countries striving for social justice, strengthened public participation and economic development. In April 2009, the RLS Regional Representative Office for Southeast Asia was opened in Hanoi (Vietnam) managing activities and partnerships in Vietnam, Cambodia, Laos and Myanmar.

In the Southeast Asian region, Rosa embraces the mission of assisting transformation countries, such as Cambodia, Laos, Myanmar and Vietnam to a socially just, sustainable, participatory and democratic society. Currently, it is cooperating with approximately 15 partner organisations like academic institutions and "grass-root" organisations as well as state partners on a variety of issues within the three components of social justice, socio-ecological transformation and participatory politics.

1. Terms and execution period

RLS SEA is under the process of renewing its IT support service contract and is calling for tender from interested IT services companies or individuals.

The office will award a new year contract for IT onsite support service with the possibility of extension for 2 more years depending on the assessment of RLS SEA and the agreement of both Parties in writing.

2. Criteria for assessment of the tender

RLS SEA will evaluate and assess the submissions of the interested applicants upon a set of criteria. These include:

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1. Track record and experience in the provision of such IT service with international organizations
2. Service rate (monthly basis or hourly rate)
3. Education and training background
4. Ability to communicate in English and German language skills are an asset
5. Flexibility regarding working time on short notice, during holidays or weekends

3. Duties and Tasks

- Diagnose, troubleshoot for problems related to IT system of the office via telephone, remote access and on-site service .
- Install new hardware and software and its integration into the existing infrastructure of the Office.
- Implement backup and recovery of users' data
- Administer servers and networking equipment
- Read technical manuals, confer with users, and conduct computer diagnostics to investigate and resolve problems and to provide technical assistance and support..
- Proactively advise the Client advantageous solutions to maintain IT system and improve the efficiency and productivity
- Ensure software licenses are always kept up to date by maintaining a log of such licenses and by alerting the Client to renew these licenses if and when necessary.
- Support the Client data security policy

4. Hardware

The Client currently has one server, 14 Desktops, 6 laptops., 2 photocopiers and 8 printers.

5. Starting time

The selected service provider will be contracted from 1 September, 2016

6. How to apply

Interested service providers are invited to submit their application including a most updated CV and a proposal in which you state clearly the desired rate for this service. Application should be sent to Mrs. Nguyen Le Hang at: nguyen.lehang@rosalux.org latest by 10 August, 2016 at 5 PM.