



Route 3 Procurement Advertisement Template

Requestor Details	
Name	Max Cooper
Legal Entity	Holding BV
Job Title	IT Service Manager

Contract Details	
Contract Title & Reference	It Remote/On-Site Support
Type of Contract	Services
Short Description	To provide remote and on-site IT support to all of our hardware and software services that are identified in the requirements.
Contract Duration	1 year
Estimated Contract Value excl. VAT (include currency)	
Details of goods/services to be provided	<ul style="list-style-type: none"> • Remote support for all Climate KIC staff • On-Site Support for London office where required • Support for Project works <ul style="list-style-type: none"> • SharePoint • Data Security • Service Desk Function 7am – 6pm GMT <ul style="list-style-type: none"> • Incident Management • Monthly Service Reviews • Monthly Support Reports • Hardware Support <ul style="list-style-type: none"> • Dell Laptops/Desktops • Apple Devices • Mobile Devices • BYOD • Software Support <ul style="list-style-type: none"> • O365 Suite • Licencing • Installs/Break fix • 3rd party software – liaising with supplier support where necessary

Timescales	
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Deadline for receipt of Expressions of Interest	13/12/18
Deadline for receipt of proposals	30/01/19
Proposal must be valid for	6 Months

Contact Details for Expressions of Interest	
Contact Person	Max Cooper
Email	Max.cooper@climate-kic.org