

Terms of Reference

Object of the contract: IT Management & Administration services

Project: European Partnership for Democracy (EPD) and ongoing projects

1. Purpose

The European Partnership for Democracy (EPD) is contracting a Consultant (hereafter: the “Service Provider”) to provide IT management and administration services for a 3-year period.

The European Partnership for Democracy (EPD) is a non-profit organisation supporting democracy worldwide. It is a unique partnership comprising European democracy support organisations present in Africa, Asia, Europe, the Middle East and Latin America. EPD works inside and outside Europe as democracy is a universal aspiration and the contemporary challenges and opportunities for democracy are global in scope. More information about EPD is available at www.epd.eu.

2. Background information about the project

The EPD office is located in Brussels, Belgium. The EPD team of approx. 40 to 50 people consists of staff members (working from the office and remotely), in-house consultants (working from the office and remotely), and staff/consultants based in project offices outside of Belgium.

EPD is working in a MacOS environment, thus personnel uses Apple Macbooks. New computers are set up and equipped with a standard set of software applications, including MS Office for MacOS environment, as well as other software. Further, EPD uses Google Workspace as its central online software suite. This includes the use of GoogleMail as the central email provider and GoogleDrive as the central file storage. EPD also uses Slack, Signal and Notion for internal communication and coordination.

In terms of technical infrastructure in the office, EPD has set up workstations with external monitors that the individual computers connect to via USB-C. EPD has a wireless system (currently hosted by Proximus) that provides internet access to its staff working from the office as well as any visitors.

3. Objectives and expected results

The Consultant will assume overall responsibility for managing and administering EPD's IT infrastructure. S/he will work under the supervision of EPD Head of Finances and Administration and in regular coordination with EPD team members on a needs-basis. The below details outline the main objectives and results of the Consultant:

3.1 Infrastructure design, maintenance and continuous optimisation

- Designing and maintaining physical infrastructure (internet connection; wireless network availability; networking throughout the office; cabling design (correct specifications, number of ports, locations);
- Designing installing, and maintaining each user's personal laptop and peripherals;
- Installing or arranging physical IT infrastructure and ensuring good functionality through regular visits and in case of emergency.

3.2 Consulting on contracts and subscriptions related to tech services

- Providing consulting contract management regarding digital and other tech services, such as office hardware leasing (printer, modem, telephone SPBX, etc.), network and telephone services (Proximus), software contracts (domain registrations, website hosting, SSL certificates, SocialWare, Google services, Acronis backup), etc.;
- Ensuring the best services are chosen for the specific use case, propose changes to any current running contracts that are no longer the best choice, and taking care of the communication with the supplying company, when necessary, in highly-technical situations.

3.3 Services administration

- Providing general service administration on a regular and needs-based basis.
- Configuring and maintaining of all the domains and internet services.
- Adding, removing, updating and suspending user accounts.
- In the case of Mobile device management, ensuring the continuous well running of the service and updating accordingly.
- Updating the IT guidelines and creating and maintaining a set of technical procedures documentation.
- Reinstating and maintaining an industry standard 3-2-1 backup solution of the organisation's essential files.

3.4 Consulting on digital properties development, management, and protection

- Assisting in preparation of new domains on the technical side by preparing case studies on how to register, what to be cautious of during development, and how to ensure long-term support.
- Ensuring compliance with copyrights and trademarks protection.
- Ensuring privacy guidelines are respected in line with EPD policies linked to the GDPR.
- Maintaining hosting subscriptions.
- Assisting with the secure account access to developers.
- Performing the domain registration and maintenance tasks.
- Assisting with creating and maintaining procedures of how properties are managed.
- Making sure delivery times, formats, backups, maintenance, update, security and long-term support clauses are discussed when negotiating a new development project (websites, applications, etc.).
- Providing additional consulting support on ad-hoc issues arising in the field of digital properties development, management, and protection.

3.5 Consulting on digital security

- Developing and maintaining a high level of digital security within EPD (in its offices in Brussels and digitally around the world).
- Ensuring that the EPD digital infrastructure and guidelines are up to date and enforced to minimise the risks of data breach and protect the security of EPD data.
- Supporting EPD staff in understanding and applying EPD digital work environment guidelines.

4. Scope of service delivery

The assignment will be conducted over a period of three years, ideally starting in August 2026.

The Service Provider will be based in the Brussels area (within 30 km of the EPD offices), with required travel to EPD offices located at 123-133, Rue Froissart, B-1040, at least a couple of time every month during the assignment to carry out project activities.

Throughout the assignment, the Service Provider is required to coordinate closely with the EPD Head of Finances and Administration and provide regular updates on progress.

5. Remuneration

The Service Provider will be remunerated at a maximum hourly fee of EUR 140, inclusive of VAT and all applicable taxes. The assignment is expected to cover up to 24 hours per month, resulting in a maximum expected total fee of EUR 3.360 per month. The final fee may vary depending on the Service Provider's level of qualification and experience. The Service Provider is required to submit timesheets on a regular basis to the Head of Finances and Administration.

6. Key qualification criteria

Prospective tenderers must meet the following administrative and professional requirements to be considered for this assignment:

- The Consultant should be a legal entity operating from Brussels (or within 30 km of the EPD offices) in order to ensure a physical presence in EPD's offices in Brussels on a regular basis.
- At least 15 years of relevant professional experience providing IT management and administration services.
- The Consultant is fluent in English and has excellent communication skills in English.
- The application documents are submitted in due time in accordance with Article 7.

7. Tendering procedure

7.1 Application Documents

Prospective tenderers are invited to submit the complete application package as separate documents as detailed below. Incomplete applications will not be considered. The tender package should include:

1. A **technical offer**, consisting of:
 - a. the application form duly filled in and signed;
 - b. the CV;
 - c. a list of previous assignments and clients.
2. A **financial offer**, consisting of the daily rate in EUR, including all applicable taxes.

7.2 Deadline and selection modalities

Candidates should submit the full application package via email to andreamangiagalli@epd.eu, with the reference "IT Management & Administration services" in the subject line, **by Friday, 31 July 2026, 23:59 CET**. Any questions regarding the recruitment process must be submitted by Friday, 24 July 2026 to the same email address. Answers will be provided on Monday 27 July 2026. Shortlisted tenderers might be invited for an interview. The final selection will be confirmed by the Evaluation Committee.

7.3 Administrative Criteria

- The candidate fully meets all mandatory requirements specified in Section 6 (Key Qualification Criteria).
- The application package is complete, with both the Technical Offer and Financial Offer provided as separate, fully completed documents.
- The application has been submitted on or before the deadline indicated above, in accordance with the submission instructions provided in 7.2.

7.4 Evaluation Criteria

The application packages will be evaluated by a designated evaluation committee using the criteria below:

<u>Criteria</u>	<u>Score</u>
Overall relevance of profile and experience	50
Previous experience with the NGO sector	15
Response time in case of emergency	15
Language skills (English and French)	20
<u>Overall total score</u>	<u>100</u>

Only candidates who score at least 75/100 for their technical offer will have their financial offer considered. The technical offer will be weighted at 80% and the financial offer at 20%. EPD reserves the right to negotiate the financial offer with candidates before finalising the evaluation.

8. Data notice

EPD collects and treats your private data in compliance with the EU General Data Protection Regulation 2016/679 i.e. hereby requests personal data only for procurement purposes, pursuing a legitimate interest in a reasonable way, and will delete them after it is judged no longer necessary to archive. Applications may need to be provided to the Funding Agency to ensure compliance with procurement rules. By applying, you authorise EPD to treat your personal data accordingly.

July 2026