

Request for Proposal for delivery of IT Support Services on an On-Call basis

Background

Swisscontact (SC) is a Swiss non-profit foundation focusing on private sector-led economic development. In Laos since 2013, Swisscontact implements projects in sustainable tourism, waste management, and promoting sustainable consumption and production. Swisscontact has a team of 70 staff of which 40 are based in Vientiane Capital and 30 in 8 provincial offices. Swisscontact's IT infrastructure comprises around 400 laptops, 16 printers, and WiFi for all offices plus working equipment of partners combined. IT services rely on Microsoft products such as Office 365 and SharePoint, with all operations conducted over WiFi networks.

Objective

To ensure efficient management and maintenance of its IT infrastructure, Swisscontact seeks to **engage a qualified IT support service provider** (company or individual) **based in Vientiane on an On-Call basis**.

Scope of Work

- i) Provide Technical Support on hardware, software, and network issues.
- ii) Maintain and set up laptops, printers and office networks and other IT equipment.
- iii) Install, update, and troubleshooting software.
- iv) Support hardware procurement and repair.
- v) Implement cybersecurity measures, backups, firewall and antivirus management.
- vi) Conduct periodic IT health checks and generate reports.
- vii) Responding to IT-related issues promptly. For issues in the provinces mostly remote support shall be provided.
- viii) Provide rapid issue resolution, mostly remotely for provincial offices.

Deliverables

- i) Immediate response to critical IT issues (within 2 hours).
- ii) Monthly IT support reports.
- iii) Annual IT infrastructure audit and improvement recommendations.

Required Qualifications

- i) Proven experience in IT support for small offices.
- ii) Expertise in networking, hardware, software, and cybersecurity.
- iii) High confidentiality standards.
- iv) Basic English communication proficiency.

The full RFP and conditions for submission of proposal can be found here:



Link: <https://drive.google.com/file/d/1-WDa7FDcj565wpseysbHU0HwwWrraBv0/view?usp=sharing>

Deadline for application is 28 March 2025