



Call for bids – Local IT Support

20.03.2024

The DAAD (German Academic Exchange Service) is the world's largest funding organization for the international exchange of students and researchers. Since it was founded in 1925, more than 2 million scholars in Germany and abroad have received DAAD funding. It is a registered association and its members are German institutions of higher education and student bodies. Its activities go far beyond simply awarding grants and scholarships. The DAAD supports the internationalization of German universities, promotes German studies and the German language abroad, assists countries of the global south in establishing effective universities.

At the DAAD Regional Office Cairo in Zamalek x we are looking for a qualified partner to provide **on-site IT support in the areas of network, office hardware and camera system.**

We have 15-20 workstations and we are connected to our headquarters in Germany via a leased line and a VPN connection. The headquarter is responsible for IT support in the area of business software.

The scope of the local service includes the following areas:

1. Installing and updating operating systems, software and tools
2. Support with Hardware Maintenance, Printers, Scanners etc.
3. Network assessment and Troubleshooting
4. Update network plan documentation
5. Android and iOS support for business phones
6. Update and trouble shoot camera system (IVMS-4200)

We plan to conclude a Service Agreement for the duration for one year, subject to renewal.

Please include in your bid

1. One planned monthly visit
2. On-call visits and response times
3. All prices must be stated net of VAT and valid until 30.04.2025
4. List of references: client names, dates, services provided
5. List of service team members that will be deployed at the site

Incomplete bids will be disqualified.

Bid deadline: 15.04.2024

Bid evaluation deadline: 22.04.2024

Acceptance criteria include the price (30 %) and the quality (70 %).

Please send your bid by email latest by April 15th to finances@daadcairo.org