CALL FOR TENDERS - Managed Service Provider

(ICT Monitoring & Maintenance)

Post title:	**Managed Service Provider (ICT Monitoring & Maintenance)**
Location:	**Amersfoort, Netherlands / EU**
Starting date:	**1 January 2027, for an initial period of 1 year, with the possibility of contract extension.**

ABOUT THE ORGANISATION

Sallux is a European political foundation which acts as the thinktank of the European Christian Political Party (ECPP), previously known as the ECPM. Sallux supports the ECPP, especially in terms of creating political content by European co-operation and the introduction of analysis, ideas and policy options. Sallux shares the basic program and Christian values of the ECPP.

Sallux operates with a compact, agile team of four (4) staff members based out of our office in Amersfoort:

- Director
- Event Manager
- Research Manager
- Administrative Assistant
- (distant support to) Board members
- Third parties involved: finance administrator

ABOUT THE CALL FOR TENDERS

Sallux is seeking a professional IT Managed Service Provider to deliver ICT management, monitoring, and preventive maintenance for our Amersfoort office and staff, based on a SLA commencing on 1 January 2027.

Environment & Hardware Scope

The managed environment currently consists of the following hardware assets requiring monitoring, maintenance, and user support:

- 2 desktop PCs located at the Amersfoort office
- 1 network printer located at the Amersfoort office
- 4 laptops (one operated by each team member, supporting both office and remote/travel work)
- 4 mobile phones (one per team member, requiring mobile device/email/security support)
- Services for the staff members and also some board members and third parties facilitating email access and access to our files (office software and documents).

The required services encompass:

- **Servicedesk Availability**: via telephone, email, and the customer portal for support requests, incidents, and standard change requests (including remote support for laptops and mobile phones).
- **IT Asset Inventory**: Daily checks, registration, technical documentation, and proactive advisory services regarding all hardware (PCs, laptops, mobile phones, printer) and software within scope.
- **Proactive Monitoring:** 24/7 automated monitoring of pre-agreed critical components within the ICT environment (focusing on availability, status, capacity, and system load) with automated alerts to central dashboards.
- **Patch Management:** Systematic inventory, approval, and rollout of critical and security updates for operating systems (PCs/laptops) and key third-party software (such as web browsers, PDF readers, and office utilities).
- **Scheduled Maintenance:** Preventive maintenance executed outside core working hours to prevent disruptions and safeguard system quality.
- **Backup Verification:** Daily checks confirming successful backup execution and data recovery readiness.
- **Service Level Management:** Periodic reporting and structured tactical/strategic service level meetings.

TENDER REQUIREMENTS

- A human-dignity based approach to operations by the organization and professionals conducting the services, with respect for and alignment with Sallux Christian values and outlook.
- Proven experience and track record in delivering IT managed services to small, international teams aligned with ITIL 4 frameworks.
- Robust information security compliance, specifically **ISO 27001 certification** (and NEN 7510 compliance).

- Demonstrated capability to support a hybrid/mobile workforce (laptops and mobile devices) alongside the fixed Amersfoort office infrastructure (PCs, network, and printer), ensuring a seamless transition by 1 January 2027.
- Preferably located in or near Amersfoort for on site services if required.
- Transparent administrative capacity and a customer portal infrastructure supporting real-time tracking of service tickets.
- Starting date: 1 Januari 2027, for an initial period of 1 year, with the explicit option to extend the contract thereafter upon mutual agreement (or on a monthly rolling basis with a one-month notice period.)

SELECTION CRITERIA

In addition to the tender requirements, the following elements will be considered in determining the best value for money:

1. Contractor's references and demonstrable experience in managed ICT services for similarly sized organizations.
2. Technical and professional capacity, including information security certifications (ISO 27001) and mobile/remote device management.
3. Contractor's availability and technical capacity to react timely to monitoring alerts and remote support requests.
4. Quality of asset management, patch scheduling, and reporting frameworks.
5. Administrative capacity and clarity in pricing structures scaled appropriately for our hardware footprint (2 PCs, 4 laptops, 3 mobile phones, 1 printer).

AWARD CRITERIA

- Demonstrated ability to meet tender requirements and selection criteria.
- Experience and capability of the proposed service team and account management.
- Providing a clear understanding of the transition process toward the 1 January 2027 start date.
- Competitive and transparent pricing tailored to our exact asset count and hourly support rates.

TENDERING PROCESS

Interested contractors/suppliers should submit their offer, together with their portfolio to show eligibility to the tender requirements, **no later than midnight (CET) on 7 december 2026** to: info@sallux.eu

with the subject line: **Managed Service Provider (ICT Monitoring & Maintenance)**

This email address can also be used to request additional information. Terms of payment will be decided in mutual agreement (standard payment term of 14 days).

Your personal data will be processed solely by Sallux and only for the purpose specified in this call. It will be stored safely and securely following GDPR laws. To ensure GDPR compliance please include the following sentence in the body of your email confirming your consent: `**"I agree to Sallux processing my data for the purpose of the Call for Tenders procedure"**`.

Review of the offers and tenders is scheduled to take place during the week after 7 december 2026

Submission of tender implies acceptance of the tender specifications. Any tender is firm during the evaluation stage and binds the tenderer to whom the contract is awarded.