

Call for tenders

IT Support and Maintenance Services IT ATIBT IT Charter

1. Context

ATIBT has an IT infrastructure comprising around **15 computers** (laptops and desktops), connected to collaborative and storage tools such as **Dropbox, Microsoft Teams, Outlook, Office 365**, as well as various project-specific software programs. The service provider will be responsible for preventive and corrective maintenance, user support, access management, security, tool optimization, and the implementation of an IT charter.

2. Objectives of the service

- Ensure the **availability, security, and performance** of the IT infrastructure.
- Provide **responsive** user **support** (on-site and remote).
- Manage and optimize collaborative and storage tools.
- Implement and maintain an **IT charter** that guarantees security, compliance, and best practices.

3. Description of expected services

3.1. Maintenance and support

- Preventive maintenance: system updates, antivirus software, cleaning, and optimization.
- On-site or remote user support.
- Urgent interventions according to agreed deadlines.

3.2. Asset and license management

- Monitoring and updating hardware/software inventory.
- License management (Microsoft, antivirus, various software).
- Preparation/configuration of new equipment.

3.3. Management of collaborative and cloud tools

- Account and rights management on Dropbox, Teams, Outlook.
- Storage optimization and synchronization issue resolution.

3.4. Security and backups

- Antivirus/antimalware updates and monitoring.
- Regular backups and restore testing.
- Awareness of cybersecurity best practices.

3.5. Developments and advice

- Recommendations for optimization and appropriate tools.
- Support during migrations or tool changes.

3.6. IT charter and compliance

- Initial development of an IT charter covering:
 - Best practices for using equipment and software.
 - Security rules (passwords, access, external connections).
 - Data storage, sharing, and protection policy.
 - Compliance with confidentiality and GDPR requirements.
 - Procedure for managing staff arrivals and departures.
- Annual update of the charter.
- Distribution and presentation of the charter to employees.
- Monitoring compliance with the rules and reporting any non-compliance.

4. Required profile

- Proven experience in **IT support for SMEs/associations**.
- Proficiency in Windows 10/11, Microsoft 365, Dropbox, and Teams environments.
- Solid knowledge of cybersecurity and GDPR.
- Ability to work on-site in Paris and remotely.

5. Duration and terms

- 1 year renewable, with annual review possible.
- Discounts offered every 3 or 5 years depending on the expectations of the lenders.
- ATIBT representative centralizing requests.
- Service provider designating a main contact person.
- Responsible for the IT charter and its annual update.
- Preventive maintenance every two months.

- Response times:
 - Critical emergency: ≤ 4 working hours.
 - Major incident: ≤ 1 business day.
 - Standard request: ≤ 3 business days.
- Incident and intervention reports.
- Flat rate for routine maintenance and support.
- Rates for exceptional interventions.
- Quarterly billing
- Written commitment to comply with confidentiality and GDPR regulations.
- Continuity plan in the event of service provider unavailability.

6. Selection criteria

Economic and financial capacity of the bidder: The reference period to be taken into consideration corresponds to the last three financial years ended.

The bidder's average annual turnover for the last three financial years must not be less than EUR 30,000.

Professional capacity of the bidder: The reference period to be taken into consideration corresponds to the last three financial years preceding the deadline for submission.

The bidder is not subject to any conflicting professional interests that could adversely affect the performance of the contract. The existence of conflicting professional interests is examined on the basis of the information provided in the sworn statements and, where applicable, in other statements and documents submitted.

Technical capacity of the bidder: the candidate has provided services under at least two contracts executed at any time during the three years preceding the submission deadline.

7. Evaluation criteria

Criterion	Weighting	Description
Technical Technical	40	Experience, references, intervention methodology, mastery of the environments used (Windows, Office 365, Dropbox, Teams).
Responsiveness and organization	25	Guaranteed response times, support organization, availability, ability to manage IT policy and follow-up.

Price	25	Annual/monthly package cost and rates for exceptional interventions.
Added value	10	Optimization proposals, innovations, technology watch, security awareness initiatives.

8. Application

Applicants must provide:

1. **Presentation of the service provider** (organization or freelancer) and the team involved.
2. **Recent references** for similar projects, ideally in an association or SME environment.
3. **Technical proposal** detailing the methodology for maintenance, support, security, and IT charter management.
4. **Financial proposal** specifying:
 - The annual or monthly fee for maintenance and ongoing support.
 - Hourly or flat rates for exceptional interventions.
5. **Commitments regarding response times** (emergencies, major incidents, standard requests).
6. **Written commitment** to confidentiality and compliance with the GDPR.
7. **Integrity statement:**
 - the fight against corruption, money laundering, and terrorist financing,
 - compliance with international sanctions (UN, European Union, Germany),
 - the application of social and environmental standards, including the fundamental conventions of the ILO, human rights, and gender equality,
 - acceptance of the right to audit and the obligation to provide supporting documents relating to the performance of this contract.
8. **Submit your application**
 - **at this link:** <https://form.jotform.com/2525G40G34G5367>
 - **at the ATIBT headquarters in person, or by post/DHL**
 International Tropical Timber Technical Association
 Campus of the Paris Tropical Agronomy Garden
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 94736 Nogent-sur-Marne CEDEX
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9. **Closing date:** October 22, 2025, before 7 p.m.

