

Call for Proposals for IT Support and Management Services for EcoPeace Middle East

Terms of Reference

13.11.2025

About EcoPeace

EcoPeace Middle East is a unique organization that brings together Jordanian, Palestinian, and Israeli environmentalists. Our primary objective is the promotion of cooperative efforts to protect our shared environmental heritage. In so doing, we seek to advance both sustainable regional development and the creation of necessary conditions for lasting peace in our region. EcoPeace has offices in Amman (Jordan), Ramallah (Palestine), and Tel Aviv (Israel).

Project Summary

1.1 Project Description

The selected vendor will provide comprehensive IT support and management services to ensure efficient, secure, and reliable operation of EcoPeace's IT infrastructure across its three offices in Jordan, Ramallah, and Israel, and all services will be provided in English. The services include system monitoring, user support, hardware maintenance, software management, backup systems, cybersecurity, and network stability.

1.2 Consultancy Themes

The consultancy focuses on ongoing IT support, proactive system maintenance, and digital infrastructure improvement. The provider will serve as EcoPeace's IT partner, ensuring business continuity and technological reliability.

2.1 Timeline and Activities

The project is expected to commence in early 2026 and continue under an annual service contract, with renewal subject to performance evaluation.

EcoPeace will own complete copyrights over the newly developed content and reserves the right to request additional offers.

2.2 Deliverables

- Ongoing IT support and maintenance services - Demonstrated proficiency in both written and spoken English.
- Regular system reports and status updates.
- Security and backup verification reports.
- End-of-contract summary of activities and recommendations.

2.3 Scope of Services (Detailed Description)

The services shall include but are not limited to:

2.3.1 Performing technical maintenance and providing troubleshooting services.

2.3.2 Defining users, managing electronic mail, and managing permissions.

2.3.3 Configuring equipment and connecting devices to the network.

2.3.4 Managing the server room, monitoring storage and resource utilization.

2.3.5 Cybersecurity — reviewing external connections, network permissions, and group policies.

2.3.6 Backup management.

2.3.7 Installing and managing software updates such as antivirus activities, Windows updates, patches, and service packs.

2.3.8 Coordination with external service providers for connectivity, licensing, implementation, and communication (e.g., ISP providers).

2.3.9 Supporting onboarding processes for new employees and user setup, as well as offboarding processes for departing staff.

2.3.10 Providing comprehensive support for the organization's software applications, including NetSuite, in coordination with relevant vendors.

2.3.11 Providing helpdesk services — addressing user requests, troubleshooting, and technical assistance for all employees.

2.3.12 Monitoring network performance and implementing preventive maintenance activities.

2.3.13 Providing monthly activity and maintenance reports summarizing actions taken and recommendations for improvement.

2.3.14 Remote and on-site support shall be available during the organization's working hours.

2.3.15 The service will include verification of network functionality following the identification and resolution of any issue, as well as a monthly report of detected incidents and maintenance actions, which will be sent by email once a month if required.

2.4 Key Expectations from the Project:

- High responsiveness to service requests.
- Proactive approach to identifying and solving issues.
- Compliance with EcoPeace data protection policies.
- Clear communication and documentation of all work performed.

3. Selection Criteria:

- Proven experience in IT management and support for multi-office organizations.
- Demonstrated ability to provide responsive and reliable service.
- References from similar projects.
- Competitive and transparent pricing proposal.
 - Professional Experience in the respected field
 - EcoPeace Staff Evaluation
 - References
 - Previous experience in developing EcoPeace training - an advantage
 - Payment milestones
 - Availability and response time to request

Tender Procedure:

Organizations wishing to apply for this program must send a detailed proposal by email to gidon@ecopeaceme.org. The deadline for submission is November 27th, 2025.

The deadline for submissions is 27/11/2025

Please include the following in your proposal:

- Organizational overview and experience of relevance
- Outline for the project as you see it
- Financial proposal - in English
- Technical proposal - in English
- Contact details of point person

EcoPeace Middle East reserves the right to reject any and all proposals submitted.

Only shortlisted agencies will be contacted.

Leading bidders will be asked to do a pitch presentation.