

INFORMATION and COMMUNICATION TECHNOLOGY SERVICE

**OP/EUI/ICTS/2022/03**

Supply of IT Technical Support Services to End Users of the European University Institute.

**·**

**Year 2022**

Contents

[**EUI ORGANISATION AND IT SYSTEMS** 3](#_Toc102753917)

[Article 1. Academic and Administrative Units and User Base 3](#_Toc102753918)

[Article 2. IT Infrastructure 4](#_Toc102753919)

[2.1 Clients 4](#_Toc102753920)

[2.2 Servers 4](#_Toc102753921)

[2.3 Directory Services and File Sharing 4](#_Toc102753922)

[2.4 Network 5](#_Toc102753923)

[2.5 Remote Access 5](#_Toc102753924)

[2.6 Telephone Network 5](#_Toc102753925)

[2.7 Print Service 5](#_Toc102753926)

[2.8 Email 5](#_Toc102753927)

[2.9 Software 5](#_Toc102753928)

[2.10 Applications 7](#_Toc102753929)

[Article 3. Essential Information on the EUI’s IT Support Service 7](#_Toc102753930)

[3.1 EUI Helpdesk 7](#_Toc102753931)

[3.2 ICT User Support Officer 8](#_Toc102753932)

[3.3 Portable Support Service 9](#_Toc102753933)

[3.4 Print Support 9](#_Toc102753934)

[3.5 Tel Support 9](#_Toc102753935)

[3.6 Tier 2 Support Units 10](#_Toc102753936)

[3.7 Other Support Services not related to the ICT Service 10](#_Toc102753937)

[3.7.1 Audio-visual Support 10](#_Toc102753938)

[3.7.2 Library Support 10](#_Toc102753939)

**EUI ORGANISATION AND IT SYSTEMS**

1. Academic and Administrative Units and User Base

At present, the EUI has the following Administrative and Academic Units, scattered across the premises indicated in **Article 7** of the STS:

* Office of the President
* Office of the Secretary General
* Central Coordination Unit
* Academic Service, including the Dean of Graduate Studies, the Dean of Research, the Counselling & Wellbeing Service and the Language Centre
* Communications Service
* Accounting Unit
* Internal Audit Office
* Budget & Financial Service
* ICT Service
* Real Estate & Facilities Service
* Human Resources Service
* Historical Archives of the European Union
* Library
* Department of Economics
* Department of Law, which includes the Academy of European Law
* Department of Political and Social Sciences
* Department of History and Civilisation
* Max Weber Programme
* Robert Schuman Centre for Advanced Studies
* School of Transnational Governance

The EUI has approximately 4,500 registered and supported members of which approximately 1,200 are actively present **on premise** at the Institute. Of these, about 700 are Researchers (PhDs), who use public computer rooms for the most part; the remainder includes administrative staff, teaching staff, fellows and accredited visitors, all of whom have or share offices. Of these, preferential users (teaching staff and top management) amount to just under 100 users. The remaining 3,000 are alumni, external associates/collaborators (both academic and administrative), partners and retirees (see **Annex II - H – User Count**).

Technical support shall also be provided to prospective members, i.e. future and potential members of the EUI, with or without a computer account (e.g. new staff that is about to be hired or that has just been hired, but has not started working yet, candidates, etc.). It is impossible to know how many of them there are, but they do need support, albeit limited (information, access to certain databases, such as housing, and application forms, etc.).

1. IT Infrastructure

For Tenderers to elaborate their Offers, the following information on the IT infrastructure of the EUI has been provided:

### Clients

Clients are divided as follows:

* 900 Wintel desktop computers
* 50 Apple iMacs
* 250 Wintel laptops
* 100 Apple MacBooks
* 100 Apple iPads
* 150 Apple iPhones
* 800 Cisco VoIP telephones

The Operating Systems used are (in order of prevalence):

* Microsoft Windows 10 and later versions
* Apple macOS X Monterrey and later versions
* Apple iOS 15 and later versions
* Android 12 and later versions
* Linux Ubuntu 20 and later versions

### Servers

The servers used by the EUI are:

* VMWare VSphere v6.7 U3 Virtual Infrastructure
* Microsoft Windows Server 2106
* Microsoft Windows Server 2019
* Linux – Red Hat Enterprise v6/7
* Microsoft EndPoint Configuration Manager v2111

### Directory Services and File Sharing

* MS Active Directory. Version 2008 R2
* Windows Azure Active Directory (cloud directory services)
* File sharing systems using CIFS and NFS protocols

### Network

Each of the five main buildings (the Badia Complex, the Villa Salviati Complex, Convento di San Domenico, Villa il Poggiolo and Palazzo Buontalenti) is equipped with its own router, with VLAN segregation, dedicated exclusively to specific services and clients, including the Print Service, which has a different, dedicated network in each of the five buildings cited above.

The EUI uses a local area network (LAN) with a star topology. The Badia Complex is the central hub.

A fibre connection, with a speed of 1Gbps or faster, is used to connect the other buildings of the EUI to the central hub in the machine room of the Badia Complex.

### Remote Access

VPN Ipsec connection through Cisco AnyConnect.

### Telephone Network

The EUI uses a Cisco Unified Communication Manager infrastructure comprised of central servers installed at the Badia Complex and several Voice Gateways distributed among the various campus buildings, serving over 800 Cisco VoIP phones.

### Print Service

Printing services (including page-counting) operate on a network or mobile infrastructure available to all members and guests of the Institute. The service has been outsourced to Ricoh, which uses its own machinery and technical support staff. The ICT User Support Office guarantees client integration with the printing network. The contract currently in force expires in August 2022.

### Email

The email service is outsourced and operates on MS Exchange 365. Integration with the Active Directory is guaranteed by the Cloud MS Azure platform. The corporate client is MS Outlook. The number of electronic mailboxes amounts to about **4,000** (**four thousand**), of which 90% are for personal use. The remaining mailboxes are “functional” and mostly shared.

### Software

The EUI uses a broad selection of licensed software, of unlimited, limited, concurrent or single use, for both users and devices.

The most common software is included below by way of example and in order of importance:

* MS Office 365, available on the Institute’s computers, limited primarily to:
  + Access
  + Excel
  + Outlook
  + PowerPoint
  + Teams
  + Word
* MS Office 365 Education **A5**, available to eligible members of the Institute
* MS OneDrive for Business
* MS Teams
* various types of “research” software, including:
  + ArcGIS
  + CITAVI
  + EndNote
  + Matlab
  + nVivo
  + OverLEaf
  + R
  + R Studio
  + Stata
  + Zotero
  + zTree
* Adobe software products, both with Creative Cloud and permanent licences, including:
  + Adobe Professional
  + Illustrator
  + InDesign
  + PhotoShop
  + Premiere
* AutoCAD (Autodesk Building Design Suite)
* CD Burner XP
* DropBox
* MS Project
* MS Visio
* PDF Creator + PDF Architect Suite
* Remote Desktop Connection (MS Terminal Server Connection)
* TeamViewer
* WMWare Fusion
* 7-Zip

### Applications

The applications used include, but are in no way limited to:

* Alfresco (content repository)
* BrightSpace
* Citrix
* Contensis (content management system)
* Crystal Reports (for reporting)
* INAZ (time management)
* Jabber (softphone)
* Osiris (student record management)
* Qualtrics
* SAP
* TurnItIn (academic plagiarism checker technology)
* Xperience (IT service management)
* Various applications developed internally (event management, eshop, etc.)

1. Essential Information on the EUI’s IT Support Service

The EUI’s IT support service uses a classic level 1 front user and a specialised second tier.

In view of the nature and size of the Institute, as well as the number and geographic location of the various buildings, on-site technical support (ICT User Support Office) and the EUI Helpdesk are both level 1 contact points, i.e. horizontal entry points, meaning the end user can refer to either one for support. At present, the ICT User Support Office can be contacted by email or visited face-to-face, while the EUI Helpdesk can be reached via telephone, email or the [*self-service*](https://helpdek.eui.eu/) web portal.

### EUI Helpdesk

**This is an integral part of the Service that is the object of this tender procedure.**

The EUI Helpdesk handles both ICT and Facilities-related tickets (plumbing, electricity, masonry, porterage, general and specific maintenance, etc.). The number of operators currently working the desk is **1 (one) full-time equivalent (FTE)** plus a **part-time remote resource** to cover for an **additional 2 (two) hours** of service, **totalling 10 hours availability of service per working day**.

The Helpdesk dispatchers handles the call centre and the ITSM (IT Service Management) portal, a self-service system in which end users can open support requests (tickets).

In the case of calls, the operator gathers information about the nature of the problem and then opens an ICT or Facilities Ticket.

In the case of ICT tickets, depending on the type, nature, incidence, severity, etc., the operator resolves the problem "remotely" or dispatches it to the on-site technical support service or to tier 2. In the case of Facilities-related issues, the workflow is similar.

At present, off-topic tickets, which are related to neither the ICT Service nor the REFS Service, are being categorised for statistical purposes and then rejected. End users are given internal contact details they can use (e.g. the Library Secretary’s contact details for a request related to the Library).

The end-user tickets generated via the portal can already be categorised by nature (ICT and/or Facilities). They therefore populate the queue of either service.

The Helpdesk operator oversees the entire lifecycle of a ticket, ensuring that its status is continuously updated and that it is eventually closed. In this way, quality control is guaranteed.

Two Service Managers, one for each of the two services of the EUI Helpdesk (ICT and REFS), and a Project Manager oversee all the activities of the EUI Helpdesk.

### ICT User Support Officer

**This is an integral part of the Service that is the object of this tender procedure.**

The User Support Officer is first and foremost a technician responsible for level 1 IT support and in charge of the entire IT infrastructure installed in the relevant building(s) (clients, network, telephone network, etc.).

Currently, the officers work in publicly-accessible offices in the various buildings of the EUI and are distributed as follows:

* the Badia Complex: **2** (**two**) **FTEs**
* the Salviati Complex: **1** (**one**) **FTE**
* the Schifanoia Complex: **1** (**one**) **FTE**
* Palazzo Buontalenti: **1** (**one**) **FTE**
* the Villa La Fonte Complex: **1** (**one**) staff member (not object of this tender procedure)

The technicians may be assisted by one or more trainees (from UK universities where they are studying Computer Science), for a period of one year, supervised by the ICT User Support Technical Supervisor. They report to the ICT User Support Coordinator.

Level 1 technicians receive tickets dispatched by the Helpdesk or they open tickets for those users who contact the service in person or via email.

Where necessary, technicians move "on field" to resolve problems that cannot be managed remotely.

Lastly, the level 1 technicians also provide assistance to users (individuals or research projects), by providing advice on the technology used by the Institute or solutions based on their research needs, all the while **respecting the standards, procedures, regulations and practices in force**.

### Portable Support Service

**This is an integral part of the Service that is the object of this tender procedure.**

The Portable Support Service is a specialised "best effort" support service for private devices owned by members of the Institute (laptops, tablets and smartphones) and is largely used by researchers and fellows.

The service aims to facilitate the integration of private equipment with the IT infrastructure of the EUI (according to the BYOD philosophy). It therefore focuses mainly on the configuration of the following services:

* personal and shared network areas;
* VPN connection;
* the wireless networks of the Institute;
* EUI email;
* network printers.

Moreover, the service provides support for the installation of campus software and advice on any other IT problems (operating system updates, malware and security, etc.). This service is to be considered level 1.

Lastly, the Portable Support Service is responsible for welcoming new members, presenting and representing the ICT Service, and providing induction training on the use of the various services offered.

**The service does not offer hardware support (only diagnostics).**

The service is accessible to the public. The relevant Portable Support Officer receives tickets assigned by the Helpdesk or opens tickets for those users who contact the service in person or via email.

The service is currently operated form the main Badia Fiesolana desk by **1 (one)** **FTE**.

### Print Support

Print Support handles all problems related to printing services (infrastructure, accounting, print quotas, etc.). It is operated by the supplier contracted for network printing services and considered level one.

### Tel Support

Tel Support mainly deals with the administrative management of the telephone network (both fixed and mobile), such as billing, telephone quotas, etc. being technical support provided directly by level 1 operators. Tel Support is to be considered level 2 (see below).

### Tier 2 Support Units

The level 2, or T2, support units consist of engineers and specialists who manage and maintain the IT infrastructure of the Institute, such as network, server, email engineers, etc. They work mainly on-site, from the main office of the ICT Service.

### Other Support Services not related to the ICT Service

### Audio-visual Support

This service is provided by the company awarded the contract for the management of the conference rooms. In addition to the equipment installed in the conference rooms, it provides support for the various audio-visual equipment found in the Institute (screens, projectors, microphones, etc.), and manages all video conferences. This service falls under the responsibility of REFS but will merge into ICT Service during the course of the contract.

### Library Support

This service manages access to the electronic resources of the Library and is made up of staff from the Library.

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Signature of Legal Representative \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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