



Request for Proposals

Provision of IT Support Services

1. Introduction

Catalytic Finance Foundation (Catalytic) is a not-for-profit foundation based in Geneva, Switzerland, with the mission to accelerate the design and deployment of catalytic finance solutions for sustainable infrastructure and businesses. We identify and develop robust project pipelines and deploy technical assistance to support projects to become more investible and impactful. Catalytic seeks to ensure positive social and environmental outcomes in addition to financial returns for impact investors, applying strict environmental and social safeguarding measures and credible methodologies for the measurement and evaluation of positive impacts. In addition, Catalytic incubates and structures blended-finance funds aiming at scaling up and speeding up the implementation of urban infrastructure projects with positive climate impacts.

Catalytic seeks to engage a **qualified IT Service Provider** to ensure the effective management of its IT infrastructure and to provide timely, high-quality IT support to the office and employees.

2. Scope of Work

The service provider will be expected to deliver:

2.1 IT Infrastructure Management

- Management and maintenance of the Foundation's IT infrastructure, including:
 - Workstations (laptops, desktops);
 - Servers;
 - Network equipment (firewalls, routers, switches, Wi-Fi);
 - Printers and other shared office devices.
- Monitoring system performance and proactively identifying risks or failures.
- Managing user accounts, access rights, and permissions.
- Coordination with third-party vendors (e.g. cloud service providers, software vendors, internet/telecom providers), as required.

2.2 IT Security and Data Protection

- Implementation and maintenance of appropriate cybersecurity measures, including:
 - Antivirus and endpoint protection;
 - Firewall and network security;
 - Backup and recovery solutions.
- Regular data backups and testing of data recovery procedures.
- Support and management of compliance with Swiss data protection regulations and relevant international standards.
- Advising on best practices for data security, password management, and secure remote working.

2.3 Proactive IT Support to Staff

- Provision of highly responsive first- and second-line IT support to all Foundation staff, ensuring minimal disruption to operations. Support services shall include, but not be limited to:
 - Rapid troubleshooting and resolution of hardware and software issues;
 - User support for standard office software, collaboration tools, and communication platforms;
 - Timely IT support for the onboarding and offboarding of staff, including device setup, access rights, and security protocols.
 - Helpdesk services with defined response and resolution times.
- On-site support in Geneva, as required, and remote support for staff when working off-site or travelling.

2.4 Software and Systems Procurement & Management

- Installation, configuration, and maintenance of operating systems and standard software.
- Support for cloud-based services (e.g. email, document management, collaboration tools).
- License management and management of software subscriptions.
- Advice on software selection, upgrades, and renewals.

2.5 Advisory and Continuous Improvement

- Acting as a trusted IT advisor to the Foundation.
- Proposing improvements to IT systems, security, and workflows.
- Support in developing and improving IT policies and procedures.
- Supporting IT-related projects (e.g. system upgrades, office moves, introduction of new tools).
- Providing periodic recommendations to ensure scalability and cost-efficiency.

3. Duration of Contract

The initial contract will be for **12 months**, renewable subject to performance and mutual agreement.

4. Deliverables

The IT Service Provider is expected to deliver:

- Continuous and reliable IT operations;
- Responsive IT support to staff in line with agreed service levels;
- Regular system maintenance and security updates;
- Regular IT system health check and recommendations.
- Periodic reporting (e.g. quarterly or semi-annual) covering:
 - Support requests and resolution times;
 - System performance and incidents;
 - Security issues and mitigation measures;
 - Recommendations for improvements.

5. Eligibility Criteria

Service providers must demonstrate:

- At least **5 years of experience** providing IT support to organisations, preferably non-profits or international organizations;
- Proven expertise with **Microsoft 365** environment and remote work tools;
- Track record in **cybersecurity and data protection**;
- Ability to provide **regular on-site support in Geneva** and remote support as needed;
- Knowledge of Swiss data protection requirements;
- Clear communication skills and ability to support non-technical users;
- References from at least **two current or past clients**.

6. Proposal Requirements

Proposals must include:

- **Company profile** (legal status, registration, location).
- **Technical proposal** detailing methodology:
 - Proposed approach to delivering IT infrastructure management and staff support services;
 - Description of tools and systems used for ticketing, monitoring, and incident management;
 - Cybersecurity and data protection approach;
 - Risk identification and mitigation measures.
- **Team composition** with CVs of key staff.
- **Relevant experience** (list of similar clients/projects).
- **Financial proposal** with a detailed cost breakdown (fixed fees, hourly/daily rates, any retainer options).
- **References** with contact details.

7. Submission Details

All proposals must be submitted electronically in PDF format to secretariat@catalyticfinance.org by the **28th of February 2026**.

The subject line should read: *“Tender – IT Support Services – [Company Name]”*.

8. Confidentiality

All information provided in the context of this tender shall be treated as confidential and used exclusively for the purposes of preparing the proposal. Submission of a proposal implies acceptance of these confidentiality conditions.