

# Technical Specifications for Lot D under Open Call for Tender EEA/OIPI/99/007

## *Capacity Building*

### **D1. Computer training for end users and system administrators**

EEA's staff currently comprises about 80 members. Some growth can be expected during 2000-2004 as consequence of Phare countries increased involvement. The staff to be trained consists of the following profiles:

<b>Job Profile</b>	<b>Number</b>	<b>Examples of Special Needs</b>
Programme Managers	3	
Project Managers	30	Project management, Internet best practices, data modelling
Technical administrative staff	10	Databases, statistical analysis, data visualisation
Technical computer staff	5	System administration, technical courses on operating systems and networking and security. Internet technologies, web development. Databases and programming.
Secretaries	20	Word processing, presentation graphics, desktop publishing,
Technical staff	5	Security
In-house consultants	20	

In addition to the above examples of special needs, staff in each of these profiles shall have basic knowledge of the Windows NT and Microsoft Office environment used at the Agency.

For these and related needs the tenderer shall propose a list of courses that he can offer. From this list and its regular updates, the EEA can then subscribe courses as needed. These courses will form a part of EEA's internally managed training programme.

The training shall in principle be in the English language. Courses can be offered in other languages if all the trainees agree.

The courses can be offered alternatively in the tenderer's location and at EEA. The location shall be determined on a case by case basis. For courses held at EEA, the classroom and facilities will be provided.

How registrations and payments shall be organised shall be described.