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**Greece-Thessaloniki: ICT network support services  
2014/S 180-316750**

**Contract award notice**

**Services**

Directive 2004/18/EC

**Section I: Contracting authority**

**I.1) Name, addresses and contact point(s)**

Cedefop — European Centre for the Development of Vocational Training  
Europe 123, PO Box 22427

Contact point(s): Mrs Glykeria Bacharidou

For the attention of: Mr George Paraskevaïdis

551 02 Thessaloniki

GREECE

Telephone: +30 2310490064

E-mail: [c4t-services@cedefop.europa.eu](mailto:c4t-services@cedefop.europa.eu)

Fax: +30 2310490028

**Internet address(es):**

General address of the contracting authority: <http://www.cedefop.europa.eu>

Address of the buyer profile: <http://www.cedefop.europa.eu>

**I.2) Type of the contracting authority**

European institution/agency or international organisation

**I.3) Main activity**

Education

**I.4) Contract award on behalf of other contracting authorities**

The contracting authority is purchasing on behalf of other contracting authorities: no

**Section II: Object of the contract**

**II.1) Description**

**II.1.1) Title attributed to the contract**

ICT network support services.

**II.1.2) Type of contract and location of works, place of delivery or of performance**

Services

Service category No 7: Computer and related services

Main site or location of works, place of delivery or of performance: The place of provision of support services will be mainly at Cedefop's premises (hereafter: on-site, 'intra muros') and partly at the contractor's premises (hereafter: off-site, 'extra muros').

The decision on which of the tasks and services should be performed on-site or off-site will be made by the ICT Service based on the needs, on efficiency considerations and on the elements of the offer of the successful tenderer, and will be agreed with the selected contractor.

Some on-site services might exceptionally require the presence of contractor's staff on weekends or public holidays. It is estimated that weekend/holidays services will be needed no more than 4 times per year.

NUTS code GR122

**II.1.3) Information about a framework agreement or a dynamic purchasing system (DPS)**

The notice involves the establishment of a framework agreement

**II.1.4) Short description of the contract or purchase(s)**

The purpose of this open invitation to tender is to conclude a framework contract with a service provider for ICT network support services. The services will be acquired in the form of person-days, categorised in different profiles. A detailed description of the services and profiles required can be found in the tender documents.

**II.1.5) Common procurement vocabulary (CPV)**

72700000

**II.1.6) Information about Government Procurement Agreement (GPA)**

The contract is covered by the Government Procurement Agreement (GPA): no

**II.2) Total final value of contract(s)**

**II.2.1) Total final value of contract(s)**

**Section IV: Procedure**

**IV.1) Type of procedure**

**IV.1.1) Type of procedure**

Open

**IV.2) Award criteria**

**IV.2.1) Award criteria**

The most economically advantageous tender in terms of

1. The award criteria are to be found in Section VI.2 (Complementary information)/Quality. Weighting 60
2. Price. Weighting 40

**IV.2.2) Information about electronic auction**

An electronic auction has been used: no

**IV.3) Administrative information**

**IV.3.1) File reference number attributed by the contracting authority**

AO/RES/SAN/ICTNetSS/003/14.

**IV.3.2) Previous publication(s) concerning the same contract**

**Contract notice**

Notice number in the OJEU: [2014/S 49-080630](#) of 11.3.2014

**Section V: Award of contract**

Contract No: 2014-FWC2/AO/RES/SAN/ICTNetSS/003/14

**V.1) Date of contract award decision:**

17.7.2014

**V.2) Information about offers**

Number of offers received: 1

**V.3) Name and address of economic operator in favour of whom the contract award decision has been taken**

Space Hellas S.A.

Messogion Ave. 312, Ag. Paraskevi

153 41 Athens

GREECE

E-mail: [mcha@space.gr](mailto:mcha@space.gr)

Telephone: +30 2106504100

Internet address: <http://www.space.gr>

Fax: +30 2106516712

V.4) **Information on value of contract**

Total final value of the contract:

Value: 87 200 EUR

Excluding VAT

If annual or monthly value:

Number of months: 48

V.5) **Information about subcontracting**

The contract is likely to be sub-contracted: no

**Section VI: Complementary information**

VI.1) **Information about European Union funds**

The contract is related to a project and/or programme financed by European Union funds: no

VI.2) **Additional information:**

1) Cedefop's Information systems as described in detail in the ICT Profile found in Annex K of the tender dossier are vital for its day-to-day operation, its service to the clients and stake holders.

What elements covered by services described in Section 2.1 of the tender documents would you consider to ensure continuous operation? — 50 points.

2) Quality of the change control system.

Appropriateness (quality, proportionality, credibility) of the proposed team for the contract and procedures for staff back-up and replacement: degree of direct involvement of senior staff, appropriateness of team proposed, quality of the procedures followed in order to provide back-up and replacement of any staff when needed — 30 points.

3) Availability of proposed individual team members for the tasks assigned by Cedefop, response to emergencies — 20 points.

The above 3 criteria are with weighting 60 %, i.e. the maximum total scores that could be obtained are  $100 \times 60\% = 60$ .

— Price weighting = 40.

VI.3) **Procedures for appeal**

VI.3.1) **Body responsible for appeal procedures**

General Court

rue du Fort Niedergrünwald

2925 Luxembourg

LUXEMBOURG

E-mail: [cfi.registry@curia.europa.eu](mailto:cfi.registry@curia.europa.eu)

Telephone: +352 4303-1

Internet address: <http://curia.europa.eu/>

Fax: +352 4303-2100

VI.3.2) **Lodging of appeals**

Precise information on deadline(s) for lodging appeals: Within 2 months of the notification to the plaintiff, or, in absence thereof, of the day on which it came to the knowledge. A complaint to the European Ombudsman does not have as an effect either to suspend this period or to open a new period for lodging appeals.

VI.3.3) **Service from which information about the lodging of appeals may be obtained**

Same as VI.3.1

VI.4) **Date of dispatch of this notice:**

9.9.2014