

GR-Thessaloniki: help-desk and support services

2006/S 29-031324

Contract notice

Section I: Contracting authority

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

Cedefop — European Centre for the Development of Vocational Training, attn: Mr Christian F. Lettmayr, 123 Europe Street, PO Box 22427, GR-55102 Thessaloniki. Contact point: Ms Alessandra Cerutti. Tel. (30-2310) 49 00 61. Fax (30-2310) 49 00 28. E-mail: c4t-services@cedefop.eu.int.

Internet address(es):

General address of the contracting authority (URL): <http://www.cedefop.eu.int>.

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

Further information can be obtained at:

As in above-mentioned contact point(s).

Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained at:

As in above-mentioned contact point(s).

Tenders or requests to participate must be sent to:

As in above-mentioned contact point(s).

I.2) Type of the contracting authority and main activity or activities:

European institution/agency or international organisation.

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 by the contracting authority:

Service desk services.

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

Services.

Service category: 8.

Main place of performance: Cedefop premises, 123 Europe Str., GR-57001 Thessaloniki.

NUTS code GR122.

II.1.3) The notice involves:

The establishment of a framework agreement.

II.1.4) Information on framework agreement:

Framework agreement with a single operator.

Duration of the framework agreement: duration in years(s): 4.

Estimated total value of purchases for the entire duration of the framework agreement: Range: between EUR 200 000 and EUR 250 000.

II.1.5) Short description of the contract or purchase(s):

The specifications and requirements in this document constitute a call for tenders for the provision of services related to

first level support and assistance to Cedefop's ICT users as well as the performance of a series of supporting activities to Cedefop's IT Department, according to herein specified requirements. Such activities are commonly known as service desk activities.

- II.1.6) Common procurement vocabulary (CPV):
72253000.
- II.1.7) Contract covered by the Government Procurement Agreement (GPA):
Yes.
- II.1.8) Division into lots:
No.
- II.1.9) Variants will be accepted:
No.
- II.2) Quantity or scope of the contract
- II.2.1) Total quantity or scope:
350–450 man days per year for these services.
Range: between EUR 200 000 and EUR 250 000.
- II.2.2) Options:
No.
- II.3) Duration of the contract or time-limit for completion:
48 months (from the award of the contract).

Section III: Legal, economic, financial and technical information

- III.1) Conditions relating to the contract
- III.1.1) Deposits and guarantees required:
Not applicable.
- III.1.2) Main financing conditions and payment arrangements and/or reference to the relevant provisions regulating them:
Payments will be made 30 days after submission of invoices and on the conditions set out in the draft framework contract.
- III.1.3) Legal form to be taken by the group of economic operators to whom the contract is to be awarded:
Groupings, irrespective of their legal form, may submit bids. Tenderers may, after forming a grouping, submit a bid on condition that it complies with the rules of competition. Such grouping (or consortia) must specify the company or person heading the project and must also submit a copy of the document authorising this company or person to submit a bid. If awarded, the contract will be signed by the company or the person heading the project who will be, vis-à-vis Cedefop, the only contracting party responsible for the performance of this contract. Tenders from consortia of firms or group of service providers, contractors or suppliers, must specify the role, qualifications and experience of each member or group.
- III.1.4) Other particular conditions to which the performance of the contract is subject:
No.
- III.2) Conditions for participation
- III.2.1) Personal situation of economic operators, including requirements relating to enrolment on professional or trade registers:
Information and formalities necessary for evaluating if requirements are met:
Proof of enrolment on the relevant professional register, as prescribed by the laws of the Member State where the tenderer is established. Tenderers must indicate in which State they have their headquarters or domicile and to present the supporting evidence normally acceptable to that country's law.
- III.2.2) Economic and financial capacity:
Information and formalities necessary for evaluating if requirements are met:
In order to prove that the tenderers have sufficient economic and financial capacity to perform the contract, they are required to present the required documentation, an overview of which is given below: appropriate statements from the bank

or evidence of professional risk indemnity insurance; official or certified true balance sheets or extracts from balance sheets for at least the last 2 years for which accounts have been closed, or equivalent documentation (e.g. where company law in the country in which you are established does not require them to publish their balance sheet); a statement of overall turnover and turnover concerning the services to be covered by the contract during the last 3 financial years; If the tenderers intend to rely on the capacities of other entities (e.g. their parent company), a written undertaking on the part of those entities confirming that they will place the resources necessary for performance of the contract at their disposal.

III.2.3) Technical capacity:

Information and formalities necessary for evaluating if requirements are met:

Technical competence of the company, in evidence of which all the following documents shall be furnished:

(1) presentation and description of the company;

(2) list of major contracts performed during the past 3 years similar to those described in this invitation to tender (indicating the amounts, the dates and the name of the consignees, public or private);

(3) description of the organisational structure of the tendering company (equipment, working methods, etc.) showing its ability to adapt to any new factors arising during performance of the contract (unforeseen changes in deadlines and/or workload, etc.);

(4) CVs based on criteria of suitability to the requirements in terms of: educational background, length and scope of experience (minimum 3 years are required), and any other elements of value to the purposes of this call for tender.

III.3) Conditions specific to services contracts

III.3.1) Execution of the service is reserved to a particular profession:

No.

III.3.2) Legal entities should indicate the names and professional qualifications of the staff responsible for the execution of the service:

Yes.

Section IV: Procedure

IV.1) Type of procedure:

Open.

IV.2) Award criteria:

The most economically advantageous tender in terms of the criteria stated in the specifications, in the invitation to tender or to negotiate or in the descriptive document.

IV.2.2) An electronic auction will be used:

No.

IV.3) Administrative information

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

AO/E/IT/SERVDESK/001/06

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

No.

IV.3.3) Conditions for obtaining specifications and additional documents (except for a DPS) or descriptive document:

3.3.2006 (17:00).

Payable documents: No.

IV.3.4) Time-limit for receipt of tenders or requests to participate:

27.3.2006 (17:00).

IV.3.6) Language(s) in which tenders or requests to participate may be drawn up:

Czech, Danish, Dutch, English, Estonian, Finnish, French, German, Greek, Hungarian, Italian, Latvian, Lithuanian, Maltese, Polish, Portuguese, Slovak, Slovene, Spanish and Swedish.

IV.3.7) Minimum time-frame during which the tenderer must maintain the tender:

6 months (from the date stated for receipt of tender).

IV.3.8) Conditions for opening tenders:

10.4.2006 (15:00).

Place: Cedefop's premises, 123 Europe Street, GR-Thessaloniki.

Persons authorised to be present at the opening of tenders: yes.

Each tenderer may be represented at the opening of tenders by 1 person. The name of the person attending the opening must be notified in writing by fax (fax No (30-2310) 49 00 28) or by e-mail (c4t-services@cedefop.eu.int) no later than 5.4.2006 (17:00).

Section VI: Complementary information

VI.2) Contract related to a project and/or programme financed by EU funds:

No.

VI.3) Additional information

VI.5) Date of dispatch of this notice:

31.1.2006.