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**Greece-Thessaloniki: ICT helpdesk services  
2014/S 220-388074**

**Contract award notice**

**Services**

Directive 2004/18/EC

**Section I: Contracting authority**

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

Cedefop  
Europe Street 123, PO Box 22427  
Contact point(s): Clotilde Assumel-Lurdin  
For the attention of: Mr George Paraskevaïdis  
551 02 Thessaloniki  
GREECE  
Telephone: +30 2310490287  
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>

**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 helpdesk 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: Cedefop premises.  
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 specifications and requirements in the terms of reference 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 ICT service, according to herein specified requirements. Such activities are commonly known as helpdesk or service desk activities.

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

72500000, 72600000

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)**

Value: 306 120 EUR

Excluding VAT

**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. Quality of a detailed implementation plan related to the delivery of the requested services . Weighting 36

2. Quality of the infrastructure intended to be put in place for the purposes of the contract and relevance of the proposed resources allocated to perform the assigned tasks. Weighting 24

3. The above 2 criteria are with weighting 60 %, i.e. the maximum total scores that could be obtained are 100 \* 60 % = 60. Weighting 60

4. 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-SAK/Helpdesk/006/14.

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

**Contract notice**

Notice number in the OJEU: [2014/S 111-195341](#) of 12.6.2014

**Section V: Award of contract**

Contract No: 2014-FWC4

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

29.10.2014

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**

Logismos Sistimata Pliroforikis

BEPE Technopolis Thessalonikis, 9th km Thessaloniki — Thermi Str.

555 10 Thessaloniki

GREECE

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

Total final value of the contract:

Value: 306 120 EUR

Excluding VAT

V.5) **Information about subcontracting**

The contract is likely to be sub-contracted: yes

Value or proportion of the contract likely to be sub-contracted to third parties:

Proportion: 16,93 %

**Section VI: Complementary information**

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

VI.2) **Additional information:**

VI.3) **Procedures for appeal**

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

General Court

rue du Fort Niedergrünwald

2925 Luxembourg

LUXEMBOURG

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 in point VI.4.1

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

4.11.2014