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**Greece-Thessaloniki: ICT support services
2013/S 229-397031**

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 Street 123, PO Box 22427

Contact point(s): Mrs Dimitra Eleftheroudi

For the attention of: Mr George Paraskevaïdis

551 02 Thessaloniki

GREECE

Telephone: +30 2310490064

E-mail: 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

Section II: Object of the contract

II.1) Description

II.1.1) Title attributed to the contract

ICT 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 for all lots will be mainly at Cedefop's premises (on-site, 'intra muros') and partly at the contractor's premises (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 for each lot.

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

NUTS code

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 framework contracts with service providers for various ICT services. It is divided in 4 lots corresponding to 4 distinct ICT fields. The services will be acquired in the form of person-days, categorised in different profiles.

II.1.5) Common procurement vocabulary (CPV)

72000000, 72100000, 72500000, 72600000, 72700000, 72220000

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 per lot are to be found in Section VI.2 (Additional information)/quality weighting per lot. Weighting 60

2. Price weighting per lot. 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/ICTSS/10/13.

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

Contract notice

Notice number in the OJEU: [2013/S 121-206345](#) of 25.6.2013

Section V: Award of contract

Contract No: 2013-FWC31/AO/RES/SAN/ICTSS/010/13 — Lot 1

Lot No: 1 - Lot title: Consultancy and technical support related to Windows servers and desktop administration

V.1) Date of contract award decision:

22.10.2013

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

Bluestream Solutions Ltd

Kazantzidi Street 47

555 35 Thessaloniki

GREECE

E-mail: vg@bluestream.gr
Telephone: +30 2310474296
Internet address: <http://www.bluestream.gr/>
Fax: +30 2310472687

V.4) Information on value of contract

Total final value of the contract:
Value: 547 700 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: yes
Value or proportion of the contract likely to be sub-contracted to third parties:
Proportion: 25 %

Contract No: 2013-FWC32/AO/RES/SAN/ICTSS/010/13 — Lot 2
Lot No: 2 - Lot title: Unix server administration and technical support

V.1) Date of contract award decision:

22.10.2013

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

Bluestream Solutions LTD
Kazantzidi Street 47
555 35 Thessaloniki
GREECE
E-mail: vg@bluestream.gr
Telephone: +30 2310474296
Internet address: <http://www.bluestream.gr/>
Fax: +30 2310472687

V.4) Information on value of contract

Total final value of the contract:
Value: 146 640 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: yes
Value or proportion of the contract likely to be sub-contracted to third parties:
Proportion: 95 %

Contract No: 2013-FWC33/AO/RES/SAN/ICTSS/010/13 — Lot 4
Lot No: 4 - Lot title: Assistance to management of technical projects

V.1) Date of contract award decision:

31.10.2013

V.2) Information about offers

Number of offers received: 2

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

Dotsoft SA
N. Kountourioti 3
546 25 Thessaloniki
GREECE
E-mail: info@dotsoft.gr
Telephone: +30 2310500181
Internet address: <http://www.dotsoft.gr/>
Fax: +30 2310551844

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

Total final value of the contract:
Value: 107 010 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**

VI.2) **Additional information:**

Award criteria per lot:

For lot 1:

- 1) quality of the methodology to ensure continuous operation of the servers as described in Annex K of the tender dossier — 25 points;
- 2) quality of the methodology to ensure proper desktop implementation of patches and software updates of the desktops/laptops as described in Annex K of the tender dossier — 25 points;
- 3) 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 backup and replacement of any staff when needed — 30 points;
- 4) availability of the proposed individual team members for the tasks assigned by Cedefop, response to emergencies — 20 points.

— The above 4 criteria for lot 1 are with weighting 60 %, i.e. the maximum total scores that could be obtained are $100 \times 60 \% = 60$.

— Price weighting = 40.

For lot 2:

- 1) quality of the methodology to ensure the continuous operation of Linux servers, and their continuous monitoring — 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 backup 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 for lot 2 are with weighting 60 %, i.e. the maximum total scores that could be obtained are $100 \times 60 \% = 60$.

— Price weighting = 40.

For lot 3:

1) Cedefop's Information systems as described in detail in 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 lot 3 (see 2.3 of the tender dossier) 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 backup 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 for lot 3 are with weighting 60 %, i.e. the maximum total scores that could be obtained are $100 \times 60 \% = 60$.

— Price weighting = 40.

For lot 4:

1) quality of the methodology used to provide technical project management services (see 2.4 of the tender dossier):

a) work organisation and planning;

b) methodologies applied in collecting requirements and translating them into functional and technical specifications; use of formal project management tools for scenario implementation of transition from an IPv4 network to an IPv6 — 50 points;

2) quality and efficiency of the measures foreseen by the contractor to ensure permanent availability of services, technical competence and service quality during the entire life of the contract — 25 points;

3) quality, credibility and proportionality of the work organisation foreseen for the contract management and execution — 25 points.

— The above 3 criteria for lot 4 are with weighting 60 %, i.e. the maximum total scores that could be obtained are $100 \times 60 \% = 60$.

— Price weighting = 40.

Following the evaluation of all lots, lot 3 has been declared unsuccessful.

VI.3) **Procedures for appeal**

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

General Court

rue du Fort Niedergrünwald

2925

LUXEMBOURG

E-mail: 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:**

14.11.2013