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**Greece-Thessaloniki: ICT Network Support Services
2018/S 221-504898**

Contract award notice

Results of the procurement procedure

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1) Name and addresses

Cedefop — European Centre for the Development of Vocational Training
123, Europe St PO Box 22427
Thessaloniki
55102
Greece

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NUTS code: EL522

Internet address(es):

Main address: <http://www.cedefop.europa.eu>

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

I.2) Information about joint procurement

I.4) Type of the contracting authority

European institution/agency or international organisation

I.5) Main activity

Education

Section II: Object

II.1) Scope of the procurement

II.1.1) Title:

ICT Network Support Services

Reference number: AO/DRS/SAN/ICTNetSS/003/18

II.1.2) Main CPV code

72700000

II.1.3) Type of contract

Services

II.1.4) Short description:

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 technical specifications.

II.1.6) **Information about lots**

This contract is divided into lots: no

II.2) **Description**

II.2.1) **Title:**

II.2.2) **Additional CPV code(s)**

II.2.3) **Place of performance**

NUTS code: EL

Main site or place of performance:

The place of provision of support services will be mainly at Cedefop's premises (on-site) and partly at the Contractor's premises (off-site).

II.2.4) **Description of the procurement:**

The estimated volume of services in person-days is expected to be: 450 days over 4 years.

In the case where unforeseen circumstances result in the global value of this contract being consumed faster than originally planned, Cedefop reserves the right to consider conducting a "negotiated procedure without prior publication of a Contract Notice" with the existing Contractor(s) in order to increase the maximum amount stated above by up to 50 % (Art. 134(e) of the Rules of Application (RAP) implementing the EU Financial Regulation (FR).

II.2.5) **Award criteria**

Quality criterion - Name: What elements covered by services described in 2.1 of the procurement documents would you consider to ensure continuous operation, in terms of the methodology proposed; / Weighting: 5

Quality criterion - Name: What elements covered by services described in 2.1 of the procurement documents would you consider to ensure continuous operation, in terms of the procedures to be put in place; / Weighting: 7.5

Quality criterion - Name: What elements covered by services described in 2.1 of the procurement documents would you consider to ensure continuous operation, in terms of the software tools to be used for their implementation; / Weighting: 7.5

Quality criterion - Name: Following the scenario described in point 5.1 of the procurement documents, what methods and procedures would you use to prepare the network infrastructure for such a case; / Weighting: 7.5

Quality criterion - Name: Following the scenario described in point 5.1 of the procurement documents, what documents need to be written to report the incident; / Weighting: 5

Quality criterion - Name: Following the scenario described in point 5.1 of the procurement documents, please indicate the lessons learned from the incident; / Weighting: 7.5

Quality criterion - Name: Availability of proposed individual team members for the tasks assigned by Cedefop, response to emergencies. / Weighting: 10

Price - Weighting: 50

II.2.11) **Information about options**

Options: no

II.2.13) **Information about European Union funds**

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

II.2.14) **Additional information**

Section IV: Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

IV.1.6) Information about electronic auction

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: no

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number in the OJ S: [2018/S 132-299652](#)

IV.2.8) Information about termination of dynamic purchasing system

IV.2.9) Information about termination of call for competition in the form of a prior information notice

Section V: Award of contract

Title:

ICT Network Support Services

A contract/lot is awarded: no

V.1) Information on non-award

The contract/lot is not awarded

No tenders or requests to participate were received or all were rejected

Section VI: Complementary information

VI.3) Additional information:

This procurement procedure may be the object of a republication.

VI.4) Procedures for review

VI.4.1) Review body

General Court

rue du Fort Niedergrünwald

Luxembourg

2925

Luxembourg

Telephone: +352 4303-1

E-mail: cfi.registry@curia.europa.eu

Fax: +352 43032100

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

VI.4.2) Body responsible for mediation procedures

VI.4.3) Review procedure

VI.4.4) Service from which information about the review procedure may be obtained

General Court

rue du Fort Niedergrünwald

Luxembourg

2925

Luxembourg

Telephone: +352 4303-1

E-mail: cfi.registry@curia.europa.eu

Fax: +352 43032100

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

VI.5) **Date of dispatch of this notice:**

09/11/2018