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**Greece-Thessaloniki: ICT Helpdesk Services
2019/S 025-054219**

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
123 Europe Street, PO Box 22427
Thessaloniki
55102
Greece
Contact person: Clotilde Assumel-Lurdin
Telephone: +30 2310490287
E-mail: c4t-services@cedefop.europa.eu
Fax: +30 2310490028
NUTS code: EL522

Internet address(es):

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

I.1) **Name and addresses**

European Union Agency for Network and Information Security (ENISA)
1 Vasilissis Sofia Str
Athens
15124
Greece
E-mail: c4t-services@cedefop.europa.eu
NUTS code: EL301

Internet address(es):

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

I.2) **Information about joint procurement**

The contract involves 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 Helpdesk Services
Reference number: AO/DRS/SAN-SAK/Helpdesk/006/18

II.1.2) **Main CPV code**

72611000

II.1.3) **Type of contract**

Services

II.1.4) **Short description:**

Provision of services related to first level support and assistance to Cedefop's (Thessaloniki) and ENISA's (Athens) ICT users as well as the performance of a series of supporting activities to Cedefop's ICT Service, according to specified requirements stated in the Tender Specifications. Such activities are commonly known as Helpdesk or Service Desk activities.

Cedefop shall sign and execute their own Framework Contract for Lot 1 as well as the Framework Contract and any addenda thereto (including the suspension and cancellation of this Framework Contract) on behalf of "ENISA" for Lot 2, in accordance with the mandate it has been given by this Agency of the European Union. Once the Framework Contract has been signed, ENISA shall sign their Order Forms directly with the Contractor and shall be directly responsible for the contractual and financial execution thereof.

II.1.6) **Information about lots**

This contract is divided into lots: yes

II.1.7) **Total value of the procurement (excluding VAT)**

Value excluding VAT: 530 000.00 EUR

II.2) **Description**

II.2.1) **Title:**

ICT Helpdesk Services for Cedefop, Thessaloniki
Lot No: 1

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

72611000

II.2.3) **Place of performance**

NUTS code: EL522

Main site or place of performance:

Cedefop premises in Thessaloniki, Greece. Due to specific circumstances the Contractor may be required to supply services out of Cedefop's premises (i.e. Hotel or Conference facility).

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

The estimated volume of services in person-days is of the order of 2100 person days over 4 years. Tenderers should be aware that the information on volume is purely indicative, shall not be binding on the Agencies and should not be considered as a warranty as to the final value of the contract. The sum of the amounts of the successive order forms that will be issued after the Framework Contract is signed may not reach the a.m. estimated value for the Framework Contract. Cedefop will be contractually bound only by the amounts effectively entered in the successive signed order forms. The total value of the framework contract will ultimately depend on the orders which Cedefop may place through orders forms.

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).

Services will be acquired in the form of person-days, shall be covered by the three (3) below mentioned profiles and shall involve onsite tasks. In details:

- helpdesk technician,
- telecom engineer,
- audio visual technician.

II.2.5) **Award criteria**

Quality criterion - Name: Quality of a detailed action plan to tackle the helpdesk tasks/workload foreseen in the reference scenario / Weighting: 30

Quality criterion - Name: Quality of a detailed implementation plan related to the delivery of the requested services / Weighting: 50

Quality criterion - Name: 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: 20

Price - Weighting: 50/50

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**

The successful tenderer shall present to Cedefop prior to contract signature, official documents stating the absence of criminal records for each of his staff employed by him at the premises of Cedefop as well as a valid residence permit for non-Greeks. In case of personnel replacement, the tenderer is obliged to provide security clearance documents for the new personnel assigned.

II.2) **Description**

II.2.1) **Title:**

ICT Helpdesk Services for ENISA, Athens
Lot No: 2

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

72611000

II.2.3) **Place of performance**

NUTS code: EL301

Main site or place of performance:

ENISA premises in Athens, Greece.

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

The estimated volume of services in person-days is of the order of 1550 person days over 4 years. Tenderers should be aware that the information on volume is purely indicative, shall not be binding on ENISA and should not be considered as a warranty as to the final value of the contract. The sum of the amounts of the successive order forms that will be issued after the Framework Contract is signed may not reach the a.m. estimated value for the Framework Contract. ENISA will be contractually bound only by the amounts effectively entered in the successive signed Order Forms. The total value of the framework contract will ultimately depend on the orders which ENISA may place through orders forms.

In the case where unforeseen circumstances result in the global value of this contract being consumed faster than originally planned, Cedefop on behalf of ENISA 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).

Help Desk shall respond to all IT Service requests registered (SharePoint list), user phone calls, e-mails and walk-ins and keep a daily register of problems encountered and solutions found, and of efforts made to find solutions. It shall assist employees in the use of programs, either by resolving simple problems or questions or by making useful suggestions. It shall maintain and update a database of all calls, using a dedicated service desk system provided by ENISA (case management). The helpdesk shall also support remotely the ENISA users who need to work from outside of the Agency.

II.2.5) Award criteria

Quality criterion - Name: Quality of a detailed action plan to tackle the helpdesk tasks/workload foreseen in the reference scenario / Weighting: 30

Quality criterion - Name: Quality of a detailed implementation plan related to the delivery of the requested services / Weighting: 20

Quality criterion - Name: 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: 20

Price - Weighting: 50/50

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

The successful tenderer shall present to Cedefop on behalf of ENISA prior to contract signature, official documents stating the absence of criminal records for each of his staff employed by him at the premises of ENISA as well as a valid residence permit for non-Greeks. In case of personnel replacement, the tenderer is obliged to provide security clearance documents for the new personnel assigned.

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 141-322354](#)

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

Contract No: 2018-FWC8

Lot No: 1

Title:

ICT Helpdesk Services for Cedefop, Thessaloniki

A contract/lot is awarded: yes

V.2) **Award of contract**

V.2.1) **Date of conclusion of the contract:**

16/01/2019

V.2.2) **Information about tenders**

Number of tenders received: 1

The contract has been awarded to a group of economic operators: no

V.2.3) **Name and address of the contractor**

Hellenic Telecommunications Organisation S.A (OTE SA)

VAT nr 094019245

Athens

Greece

NUTS code: EL30

The contractor is an SME: no

V.2.4) **Information on value of the contract/lot (excluding VAT)**

Total value of the contract/lot: 288 105.00 EUR

V.2.5) **Information about subcontracting**

The contract is likely to be subcontracted

Value or proportion likely to be subcontracted to third parties

Proportion: 30 %

Section V: Award of contract

Contract No: 2019-FWC9

Lot No: 2

Title:

ICT Helpdesk Services for ENISA, Athens

A contract/lot is awarded: yes

V.2) **Award of contract**

V.2.1) **Date of conclusion of the contract:**

16/01/2019

V.2.2) **Information about tenders**

Number of tenders received: 1

The contract has been awarded to a group of economic operators: no

V.2.3) **Name and address of the contractor**

Hellenic Telecommunications Organisation (OTE S.A.)

VAT nr 094019245

Athens

Greece

NUTS code: EL30

The contractor is an SME: no

V.2.4) **Information on value of the contract/lot (excluding VAT)**

Total value of the contract/lot: 197 730.00 EUR

V.2.5) **Information about subcontracting**

Section VI: Complementary information

VI.3) **Additional information:**

VI.4) **Procedures for review**

VI.4.1) **Review body**

General Court
rue du Fort Niedergrünwald
Luxemburg
2925
Luxembourg

VI.4.2) **Body responsible for mediation procedures**

VI.4.3) **Review procedure**

Precise information on deadline(s) for review procedures:

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

General Court
Luxemburg
Luxembourg

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

24/01/2019