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**Greece-Thessaloniki: ICT Helpdesk Services
2023/S 149-476068**

Contract award notice

Results of the procurement procedure

Services

Legal Basis:

Regulation (EU, Euratom) No 2018/1046

Section I: Contracting authority

I.1) Name and addresses

Official name: European Centre for the Development of Vocational Training (Cedefop)

Postal address: 'Service Post', Europe 123

Town: Thessaloniki

NUTS code: EL522 Θεσσαλονίκη / Thessaloniki

Postal code: 57001

Country: Greece

E-mail: c4t-services@cedefop.europa.eu

Internet address(es):

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

I.1) Name and addresses

Official name: European Union Agency for Cybersecurity (ENISA)

Postal address: Agamemnonos 14, Chalandri, Attiki

Town: Athens

NUTS code: EL3 Αττική / Attiki

Postal code: 15231

Country: Greece

E-mail: info@enisa.europa.eu

Internet address(es):

Main address: <https://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: CEDEFOP/2023/OP/0002

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- II.1.2) **Main CPV code**
72610000 Computer support services
- II.1.3) **Type of contract**
Services
- II.1.4) **Short description:**
Estimated volume over 4 years:
— for lot 1: 2 000 person days and 800 hours overtime,
— for lot 2: 1 800 person days and 800 hours overtime.
- 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: 898 300.00 EUR
- II.2) **Description**
- II.2.1) **Title:**
ICT Helpdesk Services for Cedefop, Thessaloniki
Lot No: 1
- II.2.2) **Additional CPV code(s)**
72610000 Computer support services
72611000 Technical computer support services
- II.2.3) **Place of performance**
NUTS code: EL522 Θεσσαλονίκη / Thessaloniki
- II.2.4) **Description of the procurement:**
Estimated volume over 4 years: 2 000 person days and 800 hours overtime
- 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 presented below this table including: identification of challenges, mitigation of these challenges and optimisation proposals. / Weighting: 17.5
Quality criterion - Name: Quality of a detailed implementation plan related to the delivery of the requested services, as per the requirements of Section 2 for lot 1, including: methodology, service level agreement, contractor's internal performance monitoring, security and confidentiality handling / Weighting: 17.5
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, as per the requirements of Section 2 for lot 1, including: business continuity, methods applied, management of technical knowledge transfer, training policies and procedures. / Weighting: 15
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**
- II.2) **Description**
- II.2.1) **Title:**
ICT Helpdesk Services for ENISA, Athens

Lot No: 2

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

72610000 Computer support services

72611000 Technical computer support services

II.2.3) **Place of performance**

NUTS code: EL3 Αττική / Attiki

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

Estimated volume over 4 years: 1 800 person days and 800 hours overtime

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 presented below this table including: identification of challenges, mitigation of these challenges and optimisation proposals. / Weighting: 17.5

Quality criterion - Name: Quality of a detailed implementation plan related to the delivery of the requested services, as per the requirements of Section 3 for lot 2, including: methodology, service level agreement, contractor's internal performance monitoring, security and confidentiality handling. / Weighting: 17.5

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, as per the requirements of Section 3 for lot 2, including: business continuity, methods applied, management of technical knowledge transfer, training policies and procedures. / Weighting: 15

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.1.8) **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: [2023/S 060-174959](#)

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: 2023-FWC3/CEDEFOP/2023/OP/0002 – Lot 1

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:**

11/07/2023

V.2.2) **Information about tenders**

Number of tenders received: 1

Number of tenders received from SMEs: 0

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

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

Official name: Cosmote Global Solutions

Postal address: Kunstlaan 56

Town: Brussels

NUTS code: BE1 Région de Bruxelles-Capitale / Brussels Hoofdstedelijk Gewest

Postal code: 1000

Country: Belgium

The contractor is an SME: no

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

Total value of the contract/lot: 527 300.00 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: 20 %

Section V: Award of contract

Contract No: 2

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:**

11/07/2023

V.2.2) **Information about tenders**

Number of tenders received: 1

Number of tenders received from SMEs: 0

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

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

Official name: Cosmote Global Solutions

Postal address: Kunstlaan 56

Town: Brussels

NUTS code: BE1 Région de Bruxelles-Capitale / Brussels Hoofdstedelijk Gewest

Postal code: 1000

Country: Belgium

The contractor is an SME: no

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

Total value of the contract/lot: 371 000.00 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 VI: Complementary information

VI.3) **Additional information:**

VI.4) **Procedures for review**

VI.4.1) **Review body**

Official name: General Court of the European Union

Postal address: Rue du Fort Niedergrünewald

Town: Luxembourg

Postal code: L-2925

Country: Luxembourg

Telephone: +352 4303-1

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

VI.4.3) **Review procedure**

Precise information on deadline(s) for review procedures:

Please consult the procurement documents available at the address indicated in Section I.3).

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

28/07/2023