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**Greece-Thessaloniki: ICT Network Support Services II (Relaunch)  
2019/S 115-281207**

**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

Contact person: Ms Dimitra Eleftheroudi

Telephone: +30 2310490064

E-mail: [c4t-services@cedefop.europa.eu](mailto:c4t-services@cedefop.europa.eu)

Fax: +30 2310490028

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 II (Relaunch)

Reference number: AO/DRS/SAN/ICTNetSS-II/009/18

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

Value excluding VAT: 450.00 EUR

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 award criterion 2 of 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 award criterion 2 of 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 award criterion 2 of point 5.1 of the procurement documents, what are 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 242-552101](#)

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:** 2019-FWC4/AO/DRS/SAN/ICTNetSS-II/009/18

**Title:**

ICT Network Support Services II (Relaunch)

A contract/lot is awarded: yes

V.2) **Award of contract**

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

29/05/2019

V.2.2) **Information about tenders**

Number of tenders received: 3

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 3

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

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

Space Hellas S.A. Telecommunications, IT, Security Systems and Services — Provision of Security Services

Private Enterprise

312 Messogion ave

Agia Paraskevi, Athens

15341

Greece

NUTS code: EL3

Internet address: <https://www.space.gr/>

The contractor is an SME: no

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

Total value of the contract/lot: 161 280.00 EUR

V.2.5) **Information about subcontracting**

**Section VI: Complementary information**

VI.3) **Additional information:**

The figure 400 given in 'point II.1.7 – Total value of procurement' refers to person-days and not euros. For the exact amount of the contract please refer to point V.2.4.

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](mailto: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**

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  
rue du Fort Niedergrünwald  
Luxembourg  
2925  
Luxembourg  
Telephone: +352 4303-1  
E-mail: [cfi.registry@curia.europa.eu](mailto:cfi.registry@curia.europa.eu)  
Fax: +352 43032100  
Internet address: <http://curia.europa.eu>

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

06/06/2019