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**Greece-Thessaloniki: ICT network support services
2014/S 049-080630**

Contract 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 123, PO Box 22427
Contact point(s): Ms Glykeria Bacharidou
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>

Further information can be obtained from: The above mentioned contact point(s)

Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from: The above mentioned contact point(s)

Tenders or requests to participate must be sent to: The above mentioned contact point(s)

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

The contracting authority is purchasing on behalf of other contracting authorities: no

Section II: Object of the contract

II.1) Description

II.1.1) Title attributed to the contract by the contracting authority:

ICT network 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 will be mainly at Cedefop's premises (hereafter: on-site, 'intra muros') and partly at the contractor's premises (hereafter: 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.

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

NUTS code GR122

II.1.3) Information about a public contract, a framework agreement or a dynamic purchasing system (DPS)

The notice involves the establishment of a framework agreement

II.1.4) Information on framework agreement

Framework agreement with a single operator

Duration of the framework agreement

Duration in months: 48

II.1.5) Short description of the contract or purchase(s)

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 tender documents.

II.1.6) Common procurement vocabulary (CPV)

72700000

II.1.7) Information about Government Procurement Agreement (GPA)

The contract is covered by the Government Procurement Agreement (GPA): no

II.1.8) Lots

This contract is divided into lots: no

II.1.9) Information about variants

Variants will be accepted: no

II.2) Quantity or scope of the contract

II.2.1) Total quantity or scope:

The estimated volume of services (ICT network support services) in person-days is expected to be: estimated person-days: 272 days over 4 years.

The order forms and the person-days volumes might not be distributed evenly over the duration of the contract.

Tenderers should be aware that the estimated volume is purely indicative, shall not be binding on Cedefop 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 to be issued after the framework contract is signed may not reach the aforementioned estimated volume. 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 number and value of the order forms.

II.2.2) Information about options

Options: no

II.2.3) Information about renewals

This contract is subject to renewal: yes

Number of possible renewals: 3

In the case of renewable supplies or service contracts, estimated timeframe for subsequent contracts:

in months: 12 (from the award of the contract)

II.3) Duration of the contract or time limit for completion

Duration in months: 12 (from the award of the contract)

Section III: Legal, economic, financial and technical information

III.1) Conditions relating to the contract

III.1.1) Deposits and guarantees required:

Not applicable.

III.1.2) Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them:

Payments will be made within 30 days of submission of invoices and at the conditions set out in the draft contract.

III.1.3) Legal form to be taken by the group of economic operators to whom the contract is to be awarded:

Tenderers may choose between submitting a joint offer as a consortium/grouping or introducing a bid as a single tenderer, in both cases with the possibility of having 1 or several subcontractors. Whichever type of bid is chosen, the tenderer must stipulate the legal status and role of each legal entity proposed in the tender. For more information please refer to the tender documents.

III.1.4) Other particular conditions

The performance of the contract is subject to particular conditions: yes

Description of particular conditions: Subcontracting is allowed and is defined as the situation where a contract has been or is to be established between Cedefop and a contractor and where the contractor, in order to carry out that contract, enters into legal commitments with other entities for performing part of the service. If awarded, the contract will be signed by the selected tenderer (the contractor), who will be vis-à-vis Cedefop the only contracting party responsible for the performance of this contract. Cedefop has no direct legal commitment with the subcontractor(s).

For more information please refer to the tender documents.

III.2) Conditions for participation

III.2.1) Personal situation of economic operators, including requirements relating to enrolment on professional or trade registers

Information and formalities necessary for evaluating if the requirements are met: Tenderers must meet the exclusion and selection criteria and have the legal position to allow them to participate in this tendering procedure.

Participation to this tender procedure is only open to tenderers who are in a position to subscribe in full to the declaration on exclusion criteria and absence of conflict of interest, given in Annex C of the tender documents.

III.2.2) Economic and financial ability

Information and formalities necessary for evaluating if the requirements are met: The tenderer must be in a stable financial position and have the economic and financial capacity to perform the contract.

Minimum level(s) of standards possibly required: The average annual turnover of the tenderer for the last 3 financial years should be at least 150 000 EUR and the average annual turnover of the tenderer for the last 3 financial years concerning the type of services covered in this call for tenders should be at least 100 000 EUR.

Proof of economic and financial capacity must be furnished by the following document:

— signed statement (please fill in and sign your statement in questionnaire 2 of Annex G of the tender documents) of the tenderer's turnover for the last 3 financial years and the turnover concerning the type of services similar in nature to those making the subject of this call for tenders.

In case of a consortium (grouping) or subcontracting each member of the consortium and all sub-contractors (in line with points 4.1 or 4.2 of the tender documents) must provide the required statement for the economic and financial capacity, but the assessment of whether the minimum requirement is met will bear on the consortium as a whole or the tenderer together with his subcontractors.

In the event of recommendation for contract award the winning tenderer (single tenderer or in the case of a consortium (grouping) each member of the consortium) will be requested to prove the above by submitting audited financial statements (audited profit and loss account/ statement or equivalent) if these are foreseen by the respective national legislation. Should total subcontracting exceed 40 % of the work by value, Cedefop reserves the right to request audited financial statements also from the subcontractors. For subcontractors (identified as per point 4.2 of the tender documents) who are natural persons/freelancers, a tax declaration and tax clearance statement for the last 3 financial years will be requested.

If, for some exceptional reason the winning tenderer (or any consortium member or sub-contractor) is unable to provide one or other of the above documents, he will be required to justify the non-provision and may prove his economic and financial capacity by any other document which Cedefop considers appropriate. Cedefop reserves the right to request any other document enabling it to verify the tenderer's economic and financial capacity.

III.2.3) **Technical capacity**

Information and formalities necessary for evaluating if the requirements are met:

The tenderers are required to have sufficient technical and professional capacity to perform the contract. They must demonstrate qualifications, knowledge, skills and the ability to perform the tasks outlined in the technical specifications.

Minimum level(s) of standards possibly required:

Requirements for technical and professional capacity:

- enrolment in the relevant professional register,
- adequate structure and resources (trained and certified technical staff) of the tenderer to perform the services described in 2.3 of the tender documents,
- the tenderer's profile technical support engineer, whose involvement will be crucial for the implementation of the contract, must fulfil the requirements as described below,
- at least 3 contracts performed in the past 3 years similar to the scope, size and nature of the services provided as those required in this call for tenders.

Proofs/evidences of technical and professional capacity:

The following documents or information must be presented by the tenderer to prove his technical and professional capacity to perform the proposed contract:

- document for enrolment in the relevant professional register, as prescribed by the laws of the Member State, where the tenderer is established,
- brief company profile (please fill in questionnaire 4 in Annex G of the tender documents) indicating the respective tenderer's organigramme,
- list of at least 3 contracts performed in the past 3 years similar to the scope, size and nature as those required in this call for tenders, describing the contracting authorities, the subjects, the amounts, the dates, the percentage and the specific tasks performed by the tenderer (please fill in questionnaire 3 in Annex G of the tender documents); contracts must be of the following nature:
 - Internet connectivity with multiple ISPs and BGP implementation,

- multi VLAN installations with backbone (10Gbps) and access switches (1Gbps),
- network access control software,
- high availability firewall installations,
- public and private Wi-Fi infrastructures,
- VPN over Internet,
- ICT/network security hardening of devices,
- ICT/Network security audits.

The set of contracts shall cover all the above fields.

— the CVs of the technical support experts whose involvement will be crucial for performing the contract.

Minimum number of CVs requested:

Profile: technical support engineer.

Number of CVs: 2.

— detailed requirements of requested profile — technical support engineer:

Each team member must have:

- a level of education which corresponds to completed secondary level or equivalent,
- minimum 5 years of experience, following completion of secondary education, in the systems described above in Section 2.3 of the tender documents,
- very good knowledge of English (speaking/reading/writing), level B2 as determined in 'Language levels of the Common European Framework of Reference' CEF or equivalent.

Important note: The tenderer is asked to submit CVs of a team that should cover all the certifications as specified below as a whole. In other words, each certification from the list below should be fulfilled by at least 2 CVs (main person and back-up person):

1. attendance of the course 'IPv6 fundamentals, design and deployment (IP6FD) V3.0';
2. check point certified security expert certificate;
3. CCNP certificate or higher.

In the case of a consortium or subcontracting, the consortium or the tenderer with all subcontractors together have to provide evidence of technical and professional capacity as a whole (please see also 4.1 and/or 4.2 of the tender documents).

III.2.4) Information about reserved contracts

III.3) Conditions specific to services contracts

III.3.1) Information about a particular profession

Execution of the service is reserved to a particular profession: no

III.3.2) Staff responsible for the execution of the service

Legal persons should indicate the names and professional qualifications of the staff responsible for the execution of the service: yes

Section IV: Procedure

IV.1) Type of procedure

IV.1.1) Type of procedure

Open

IV.1.2) Limitations on the number of operators who will be invited to tender or to participate

IV.1.3) Reduction of the number of operators during the negotiation or dialogue

IV.2) Award criteria

IV.2.1) Award criteria

The most economically advantageous tender in terms of the criteria stated in the specifications, in the invitation to tender or to negotiate or in the descriptive document

IV.2.2) Information about electronic auction

An electronic auction will be used: no

IV.3) Administrative information

IV.3.1) File reference number attributed by the contracting authority:

AO/RES/SAN/ICTNetSS/003/14.

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

no

IV.3.3) Conditions for obtaining specifications and additional documents or descriptive document

Payable documents: no

IV.3.4) Time limit for receipt of tenders or requests to participate

15.5.2014

IV.3.5) Date of dispatch of invitations to tender or to participate to selected candidates

IV.3.6) Language(s) in which tenders or requests to participate may be drawn up

Any EU official language

IV.3.7) Minimum time frame during which the tenderer must maintain the tender

until: 15.11.2014

IV.3.8) Conditions for opening of tenders

Date: 29.5.2014 - 11:00

Place:

Cedefop's premises.

Persons authorised to be present at the opening of tenders: yes

Additional information about authorised persons and opening procedure: Each tenderer may be represented at the opening of tenders by 1 person. The name of the person attending the opening must be notified in writing by fax (+30 2310490028) or by e-mail (c4t-services@cedefop.europa.eu) at least 2 working days prior to the opening session.

Section VI: Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: no

VI.2) Information about European Union funds

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

VI.3) Additional information

The tender documents will be available on Cedefop's website: <http://www.cedefop.europa.eu/EN/working-with-us/public-procurements/calls-for-tenders.aspx>

Cedefop's website will be updated regularly, therefore tenderers must ensure that they visit regularly the site for updates up to the closing date for receipt of tenders.

Please note that Cedefop will be closed between 17.4.2014 and 21.4.2014 for Easter holidays, on 1.5.2014 and on 9.5.2014.

VI.4) Procedures for appeal

VI.4.1) Body responsible for appeal procedures

General Court

rue du Fort Niedergrünwald
2925 Luxembourg
LUXEMBOURG
E-mail: cfi.registry@curia.europa.eu
Telephone: +352 4303-1
Internet address: <http://curia.europa.eu>
Fax: +352 4303-2100

VI.4.2) **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.4.3) **Service from which information about the lodging of appeals may be obtained**

Same as in point VI.4.1.

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

27.2.2014