

This notice in TED website: <http://ted.europa.eu/udl?uri=TED:NOTICE:195341-2014:TEXT:EN:HTML>

**Greece-Thessaloniki: ICT helpdesk services
2014/S 111-195341**

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1) Name, addresses and contact point(s)

Cedefop
Europe Street 123, PO Box 22427
Contact point(s): Ms Clotilde Assumel-Lurdin
For the attention of: Mr George Paraskevaïdis
551 02 Thessaloniki
GREECE
Telephone: +30 2310490287
E-mail: c4t-services@cedefop.europa.eu
Fax: +30 2310490028

Internet address(es):

General address of the contracting authority: <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 helpdesk 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: Cedefop premises.

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 years: 4

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

The specifications and requirements in the terms of reference constitute a call for tenders for the provision of services related to first level support and assistance to Cedefop's ICT users as well as the performance of a series of supporting activities to Cedefop's ICT service, according to herein specified requirements. Such activities are commonly known as helpdesk or service desk activities.

II.1.6) Common procurement vocabulary (CPV)

72500000, 72600000

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 budget for the required services described in this call for tenders is of the order of 2 200 person-days, over a 4-year period. Tenderers should be aware that the information on 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 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.

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 60 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 by 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 tender must stipulate the legal status and role of each legal entity in the tender proposed.

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 in this tender 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 in Annex C of the tender documents.

For more information, please refer to the tender documents.

III.2.2) Economic and financial ability

Information and formalities necessary for evaluating if the requirements are met: Proof of economic and financial capacity must be furnished by the following documents:

— signed statement of the tenderer's turnover for the last 3 financial years concerning the type of services similar in nature to those making the subject of this call for tenders.

In the case of a consortium (grouping) or subcontracting, each member of the consortium and all subcontractors 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.

If, for some exceptional reason the winning tenderer (or any consortium member or subcontractor) is unable to provide one or other of the above documents, he or she 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.

Minimum level(s) of standards possibly required: The tenderer must be in a stable financial position and have the economic and financial capacity to perform the contract.

Requirements:

— The average annual turnover of the tenderer for the last 3 financial years should be at least 300 000 EUR.

— The average annual turnover of the tenderer (of a single company, or of a consortium as a whole, if any) for the last 3 financial years concerning the type of services covered in this tender should be at least 100 000 EUR.

III.2.3) **Technical capacity**

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

The following documents or information must be presented as evidence of compliance with the above criteria:

1. description of the company's unit(s) responsible for the provision of services requested in these technical specifications. If relevant, description of the relationship between the company and other companies of the same group, including subcontractors;
2. quality assurance procedures, including — if applicable — details on ISO 9000/EN 29000 certification. Announced quality assurance procedures will be binding and adhered to for the contractor, throughout the execution of the contract;
3. proof of enrolment in the relevant professional register, as prescribed by the laws of the Member State where the tenderer is established;
4. a list of at least 3 contracts performed in the past 3 years, indicating the amounts, the dates, the specific requirements, the methodology or infrastructure used, and the name of the consignees (public or private);
5. detailed CVs that must indicate to which profile they correspond. The tenderer must provide at least the following number of CVs:

Minimum number of CVs

Project manager 1

Helpdesk 3*

Telecom support 2*

A/V technician for conference support 2*

* including 1 back-up person

Note: concerning the profile 'Helpdesk', CVs might address different required skills within the profile (i.e. client operating system knowledge or office automation knowledge or troubleshooting). However, such complementarity must ensure that the proposed set of at least 2 CVs do cover all required skills.

In the case of consortium or subcontracting, the consortium or the tenderer with all subcontractors together have to provide evidence of technical and professional capacity as a whole.

Minimum level(s) of standards possibly required:

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 terms of reference. In particular, they are required:

- to have the relevant organisational structure and adequate quality assurance procedures in order to be able to supply the services as requested in these technical specifications,
- to be enrolled in the relevant professional register,
- to have at least 3 years of previous experience for the company in terms of contracts similar in scope, size and nature to the framework contract that shall cover the services requested in these technical specifications,
- to be able to work in an ICT infrastructure similar to Cedefop's, with special speed/quality/reliability requirements and large international presence/exposure,
- to possess a qualified team to perform the tasks described in points 2.3.1 to 2.3.6 of the terms of reference and whose minimum requirements are described here below, taking into account the relevant profile descriptions in point 2.8 of the terms of reference.

Minimum requirements for profile:

- project manager:

required skills and experience:

- minimum proven 5 years' experience in the ICT field as project manager and/or account manager with minimum 3 years' experience in project management — account client manager of entities and/or projects with similar size and scope,
 - very good communication skills in English (spoken and written). Requested level B2,
- helpdesk technician (at least 3 person team):

required skills and experience:

- minimum 5 years' experience in ICT as an IT technician, support engineer or similar,
- minimum 3 years' experience in relevant position with tasks described in points 2.3.1 to 2.3.4 of the terms of reference,
- good communication skills (spoken and written) in English. Requested level B1,

IT qualifications:

1. possess valid certifications in:

- (a) Microsoft Windows 7
- (b) Microsoft Office 2010;

2. proven knowledge of:

- (a) software deployment and imaging deployment
- (b) antiviral programs and support
- (c) troubleshooting of printers and other peripherals
- (d) basic networking (TCP-IP) knowledge and skills;

3. experience in:

- (a) environments with > 50 users,
- telecom engineer:

required skills and experience:

- minimum 3 years' experience in the tasks described in point 2.3.5 of the terms of reference,
- proven hands-on experience of Hipath 4000 V 2.0 assistant or Certification in Siemens PBXs,
- knowledge of Siemens Xpression software,
- voice over IP certification or participation in appropriate training,
- good communication skills (spoken and written) in English. Requested level B1,

— audio visual technician:

required skills and experience:

- sound engineer certificate of vocational education or higher level,
- minimum 5 years' experience in the tasks described in point 2.3.6 of the terms of reference,
- proven hands-on experience on all equipment stated in point 2.4.6 of the terms of reference on an installation of similar size and complexity,
- good communication skills (spoken and written) in English. Requested level B1.

III.2.4) **Information about reserved contracts**

III.3) **Conditions specific to services contracts**

III.3.1) **Information about a particular profession**

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-SAK/Helpdesk/006/14.

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

1.8.2014

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: 1.2.2015

IV.3.8) Conditions for opening of tenders

Date: 18.8.2014 - 11:00

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.

VI.4) Procedures for appeal

VI.4.1) **Body responsible for appeal procedures**

General Court
rue du Fort Niedergrünwald
2925 Luxembourg
LUXEMBOURG

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:**

2.6.2014