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GR-Thessaloniki: ICT external services

2010/S 133-203562

Contract notice

Section I: Contracting authority

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

Cedefop — European Centre for the Development of Vocational Training, attention: Mr George Paraskevaidis, 123 Europe Street, PO Box 22427, 551 02Thessaloniki, GREECE. Contact: Yancho Sirakov. Fax +30 2310490028. E-mail: c4t-services@cedefop.europa.eu

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 at:

As in abovementioned contact point(s).

Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained at:

As in abovementioned contact point(s).

Tenders or requests to participate must be sent to:

As in abovementioned contact point(s).

I.2) Type of the contracting authority and main activity or activities:

European institution/agency or international organisation.

Education.

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 external services'.

II.1.2) Type of contract and location of works, place of delivery or of performance:

Services.

Service category No 7.

Main place of performance: the place of provision of services will be partly at the contractor's premises (off-site, 'extra muros') and partly at Cedefop's premises (on-site, 'intra 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 of Cedefop based on the needs, on efficiency considerations, on the elements of the offer of the successful tenderer (per lot) and will be agreed with the selected contractor for each of the 3 lots.

NUTS code: GR122.

II.1.3) 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 month(s): 48.

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

The aim of this invitation to tender is to award framework contract/s for the provision of ICT external services in 3 lots:

— lot 1: server and desktop administration, consultancy and technical support,

— lot 2: ICT technical project management assistance,

— lot 3: ICT systems security services.

II.1.6) Common procurement vocabulary (CPV):

72000000, 72220000, 72253200, 72246000, 48820000.

II.1.7) Contract covered by the Government Procurement Agreement (GPA):

Yes.

II.1.8) Division into lots:

Yes.

Tenders should be submitted for: 1 or more lots.

II.1.9) Variants will be accepted:

No.

II.2) Quantity or scope of the contract

II.2.1) Total quantity or scope:

The estimated value of the required services under the 3 lots described in this call for tenders is not expected to exceed 760 000 EUR over the period of 4 years.

The estimated volume of services per lot is expected to be as follows:

— lot 1 (server and desktop administration; consultancy and technical support).

Estimated person-days: max. 1 200 person-days over 4 years (~300 person-days per year).

— lot 2 (ICT technical project management assistance).

Estimated person-days: max. 400 person-days over 4 years (100 person-days per year).

— lot 3 (ICT systems security services).

Estimated person-days: max. 200 person-days over 4 years (50 person-days per year).

Important note on lot 3:

The tasks that should be implemented under lots 1, 2 are mutually exclusive with lot 3, therefore tenderers who apply for this lot 3 cannot apply (and will not be considered) for lot 1 or lot 2. Technical works that may be recommended under lot 3 may be considered for implementation under the contracts for lot 1 and lot 2.

II.2.2) Options:

Yes.

Description of these options:

The contract for each of the 3 lots shall enter into force on the date of signature of the last contracting party, shall be valid for a period of 1 year and will be automatically renewed up to 3 times, each for an additional period of 1 year, covering a maximum period of 4 years (1+1+1+1).

Number of possible renewals: 3.

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

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

Information about lots

Lot No 1

Title: Server and desktop administration, consultancy and technical support

1) **Short description:**

General context of services: assist in the daily administration of computer systems (servers, desktop and peripherals) and contribute to the smooth and optimised running of operational central computing resources of Cedefop. Assist with installing, supporting, and maintaining central and desktop computers, planning for and responding to service outages and other problems. More specifically:

(1) consultancy and technical support related to the administration of Cedefop servers, e.g. regular

administration, automation of administrative tasks, script development, software upgrades, performance measuring and improvement, writing of documentation, policy making;

(2) other duties shall include scripting or light programming, follow-up of systems-related projects, supervising documenting or knowledge-transferring in computer operations, consulting for computer problems beyond the knowledge of technical support staff;

(3) consultancy and technical support related to the administration of Cedefop desktop environment e.g. regular administration, automation of administrative tasks, script development, upgrade, deployment, performance measuring and improvement, documentation, policy making, second level support, etc.

2) **Common procurement vocabulary (CPV):**

72000000, 72100000, 72500000, 72600000, 48820000, 72700000.

3) **Quantity or scope:**

Estimated person-days: 1 200 person-days over 4 years (~300 person-days per year).

Lot No 2

Title: ICT technical project management assistance

1) **Short description:**

Provision of technical assistance in ICT project management and quality control to Cedefop ICT staff, as required. The goal is to help in ad hoc, planned or opportunity ICT projects. This activity will ensure that all parts of a specific ICT operation, project, or system are well coordinated while communication and data exchange between the various parties of the project is facilitated, properly reported and accounted for by the Cedefop ICT.

2) **Common procurement vocabulary (CPV):**

72000000.

3) **Quantity or scope:**

Estimated person-days: 400 person-days over 4 years (~100 person-days per year).

Lot No 3

Title: ICT systems security services

1) **Short description:**

Through the contract for this lot (3) the following services should be provided:

1. consulting regarding the introduction and use of security software/hardware tools, review of methodologies and policies (e.g. reviewing technical weaknesses; determining new security needs, auditing ICT systems to determine degree of compliance with best practices and current standards);

2. advising in regards to the adoption of new technologies/solutions in the fields of information security, risk management and business continuity, identity management (e.g. reviewing and recommending security products, installing, and testing software, updating policies and procedures);

3. implementation of security solutions (e.g. installation, configuration and troubleshooting, inspecting, and connecting security hardware; developing security policies; developing security plans).

2) **Common procurement vocabulary (CPV):**

72000000, 72200000, 72500000, 72600000, 72700000.

3) **Quantity or scope:**

Estimated person-days: 200 person-days over 4 years (~50 person-days per year).

5) **Additional information about lots:**

The services that should be provided under the contracts referring to lots 1 and/or 2 are mutually exclusive with those to be provided under lot 3, therefore tenderers who apply for lot 3 cannot apply (and will not be considered) for lot 1, or lot 2. The technical works that may be recommended under lot 3 may be considered for implementation under lots 1 and 2.

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 regulating them:**

Payments will be made within 30 days of submission of invoices at the conditions set out in the draft contract, when the services (deliverables) provided for each lot are accepted.

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

Participation in tendering procedures is open on equal terms to all natural and legal persons or groupings of such persons (consortia) falling within the scope of the treaties.

For each lot the 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 (offer) must stipulate the legal status and role of each legal entity in the tender proposed. Groupings (consortia), irrespective of their legal form, may submit a tender on condition that it complies with the rules of competition. A consortium may be a legally-established permanent grouping, or an informally constituted group of tenderers submitting an offer (joint offer) for a specific tender procedure.

An economic operator may, where appropriate and for a particular contract, rely on the capacities of other entities, regardless of the legal nature of the links which it has with them. He must in that case prove to the contracting authority that he will have at his disposal the resources necessary for performance of the contract, for example by producing an undertaking on the part of those entities to place those resources at his disposal.

III.1.4) **Other particular conditions to which the performance of the contract is subject:**

Yes.

Description of particular conditions:

Subcontracting is defined as the situation where a contract has been or is to be established between Cedefop and a contractor for each lot and where the contractor, in order to carry out that contract, enters into legal commitments (if any) with other entities for performing part of the service for the respective lot. If awarded, the contract for each lot 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 will not have any direct legal commitment with the subcontractor(s) (if any).

The contractor will retain full liability towards Cedefop for performance of the contract (per lot) as a whole.

For more information on subcontracting 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 requirements are met:

Tenderers must meet the exclusion and selection criteria (per lot).

Participation for each lot 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. Each and all requirements for economic, financial and technical capacity (per lot) should be fulfilled by the tenderer/s for each lot — alone (in the case of single tenderers) or by the consortium (grouping) as a whole (in case the tenderer is a consortium).

III.2.2) Economic and financial capacity:

Information and formalities necessary for evaluating if requirements are met:

Requirement:

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:

Requirements for lot 1:

— the average annual overall turnover of the tenderer (of a single company, or of the consortium as a whole, if any) for the last 3 financial years should be at least 400 000 EUR,

— the average annual turnover of the tenderer (of a single company, or of a consortium as a whole, if any) concerning the type of services covered by this lot for the last 3 financial years should be at least 150 000 EUR.

Requirements for lot 2:

— the average annual overall turnover of the tenderer (of a single company, or of the consortium as a whole, if any) for the last 3 financial years should be at least 180 000 EUR,

— the average annual turnover of the tenderer (of a single company, or of a consortium as a whole, if any) concerning the type of services covered by this lot 2 (technical project management) for the last 3 financial years should be at least 60 000 EUR. Amounts corresponding to technical project management activity gained as part of larger ICT projects, and not only as dedicated activity per se, can be accumulated.

Requirements for lot 3:

— the average annual overall turnover of the tenderer (of a single company, or of the consortium as a whole, if any) for the last 3 financial years should be at least 200 000 EUR,

— the average annual turnover of the tenderer (of a single company, or of a consortium as a whole, if any) concerning the type of services covered by this lot for the last 3 financial years should be at least 60 000 EUR.

Please refer to the tender documents for more information and for the necessary documents that should be presented for each lot as evidence of compliance with the above criteria.

III.2.3) Technical capacity:

Information and formalities necessary for evaluating if requirements are met:

The tenderers are required to have sufficient technical and professional capacity (per lot) to perform the contract. In case of consortium or subcontracting, the grouping (consortium) or the tenderer with all subcontractors together have to provide evidence of technical and professional capacity as a whole. Tenderers must demonstrate the ability to perform the tasks outlined in the technical specifications. In particular, they must comply with the following (per lot).

Minimum level(s) of standards possibly required:

Requirements for technical and professional capacity (for lot 1):

Tenderers for lot 1 are required to prove that they have sufficient technical and professional capacity to perform the contract under this lot. Evidence of the technical and professional capacity may be furnished on the basis of the following documents:

- proof of enrolment in the relevant professional register, as prescribed by the laws of the Member State where the tenderer is established,
- tenderer's profile, demonstrating the ability to provide services required under § 3.1,
- list of at least 3 contracts performed in the past 3 years similar to the scope of this lot, giving the subjects, a brief description of the project, the amounts, the dates, the technology used, and the name of the consignees (public or private),
- detailed CVs of the tenderer's staff; each CV must indicate to which profile it corresponds. The tenderer must provide at least the following number of CVs (per profile):
- for IT consultant: 3,
- for technical support: 3.

The CVs must show evidence of experts' qualifications and experience as requested under the technical specifications, points 3.1.2 and 3.1.3.

Important note: special attention should be given to how CVs address the different needs of Cedefop as expressed in the above points, namely:

- proposed CVs for profile 'IT Consultant' should address different fields of expertise and certifications within the profile. In detail the proposed set of the CVs for this profile should cover all certifications as required under 3.1.2 in the technical specifications,
- proposed CVs for profile 'technical support' should address different fields of expertise and certifications within the profile. In detail the proposed set of the CVs for this profile should cover all certifications as required under 3.1.3 in the technical specifications.

Requirements for technical and professional capacity (for lot 2):

Tenderers are required to prove that they have sufficient technical and professional capacity to perform the contract under lot 2. Evidence of the technical and professional capacity may be furnished on the basis of the following documents:

- proof of enrolment in the relevant professional register, as prescribed by the laws of the Member State where the tenderer is established,
- detailed company profile, demonstrating the ability to provide services similar to those described in this call for tenders,
- list of at least 3 contracts performed in the past 3 years similar to the scope of lot 2, giving the subjects, a brief description of the project, the amounts, the dates, the technology used, and the name of the consignees (public or private),
- detailed CVs of the tenderer's staff; each CV must indicate to which profile it corresponds. The tenderer must provide at least 2 CVs for technical project management assistance' profile. The CVs must show evidence of staff qualifications as requested under the technical specifications, point 3.2.2.

Note: CVs might address different fields of expertise within the profile (i.e., for lot 2, particularly knowledgeable of project management software tools, communication skills). However, the proposed set of at least 2 CVs should cover all the relevant fields.

Requirements for technical and professional capacity (for lot 3):

Tenderers for lot 3 are required to prove that they have sufficient technical and professional capacity to perform the contract under lot 3. Evidence of the technical and professional capacity may be furnished on the basis of the following documents:

- proof of enrolment in the relevant professional register, as prescribed by the laws of the Member State where the tenderer is established,
- detailed company profile, demonstrating the ability to provide services similar to those described in this call for tenders,

- list of at least 3 contracts performed in the past 3 years similar to the scope of this lot, giving the subjects, a brief description of the project, the amounts, the dates, the technology used, and the type of the consignees (public or private),
- detailed CVs of the tenderer's staff; each CV must indicate to which profile it corresponds. The tenderer must provide at least the following number of CVs (per profile):
- senior security expert: 2,
- junior security expert: 2,
- security trainer: 1.

The CVs must show evidence of staff qualifications as requested under the technical specifications, point 3.3.1 and task profiles 3.3.2, 3.3.3, 3.3.4.

The security trainer may be one of the senior security experts provided s/he possesses the required training experience.

Note: CVs might address different fields of expertise within the profile (e.g. particularly knowledgeable of security protocols and policies, vulnerability analysis, penetration testing and security incident investigations). For more details on the technical and professional capacity requirements please refer to the tender documents.

III.2.4) **Reserved contracts:**

No.

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

III.3.1) **Execution of the service is reserved to a particular profession:**

No.

III.3.2) **Legal entities 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.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) **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/ICT Services/013/09'.

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

No.

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

Time limit for receipt of requests for documents or for accessing documents:

6.8.2010.

Payable documents: no.

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

24.8.2010.

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

Bulgarian, Czech, Danish, Dutch, English, Estonian, Finnish, French, German, Greek, Hungarian, Irish, Italian, Latvian, Lithuanian, Maltese, Polish, Portuguese, Romanian, Slovak, Slovenian, Spanish and Swedish.

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

Until: 24.2.2011.

IV.3.8) **Conditions for opening tenders:**

Date: 7.9.2010 (11:00).

Place: Cedefop's premises.

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

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) **This is a recurrent procurement:**

No.

VI.2) **Contract related to a project and/or programme financed by EU funds:**

No.

VI.3) **Additional information:**

The tender documents are available for downloading on Cedefop's website:

<http://www.cedefop.europa.eu/EN/working-with-us/public-procurements/calls-for-tenders.aspx>

VI.4) **Procedures for appeal**

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

General Court of the European Union, boulevard Konrad Adenauer, 2925 Luxembourg, LUXEMBOURG. Tel. +352 4303-1. Fax +352 4303-2100.

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

1.7.2010.