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GR-Thessaloniki: helpdesk services

2010/S 127-193621

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: Clotilde Assumel-Lurdin. Fax +30 2310490028. E-mail: c4t-services@cedefop.europa.eu

Internet address(es):

General address of the contracting authority: <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.

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:

Helpdesk 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: Cedefop premises.

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 year(s): 4.

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

The specifications and requirements in this document 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 IT department, according to requirements specified herein. Such activities are commonly known as helpdesk or service desk activities.

II.1.6) **Common procurement vocabulary (CPV):**

72253000, 72253100, 50330000, 50332000.

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

Yes.

II.1.8) **Division into lots:**

No.

II.1.9) **Variants will be accepted:**

No.

II.2) **Quantity or scope of the contract**

II.2.1) **Total quantity or scope:**

Estimated contract volume of 600 man-days per year, therefore 2 400 man-days for a total duration of 4 years.

II.2.2) **Options:**

No.

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 regulating them:**

Payments will be made within 30 days of submission of invoices and at the conditions set out in the draft framework 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 in the tender proposed. The legal entity form should not be submitted by subcontractors (if any).

For further information, please refer to the tender documents.

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 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).

The contractor retains full liability towards Cedefop for performance of the contract 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 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 further information, please refer to the tender documents.

III.2.2) Economic and financial capacity:

Information and formalities necessary for evaluating if requirements are met:

Proof of economic and financial capacity must be furnished by the following documents respectively for each of the following 2 bullets:

- statements of overall turnover of the tenderer (single company, or statements for each consortium member, in the case of a consortium) supported by audited financial statements including the profit and loss account or equivalent for each of the last 3 years to prove that the average annual turnover of the tenderer over that period meets the minimum required,
- statement(s) of turnover of the tenderer (single company, or statements for each consortium member, in the case of a consortium) concerning the type of services covered during each of the last 3 financial years.

In the case of a consortium (grouping) or subcontracting, each member of the consortium and all subcontractors must provide the required evidence for the economic and financial capacity.

If, for some exceptional reason, the tenderer is unable to provide one or other of the above documents he is required to provide justification for 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 for economic and financial capacity:

- 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 320 000 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 requirements are met:

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

- proof of enrolment in the relevant professional register, as prescribed by the laws of the Member State where the tenderer is established,
- description of the company's unit(s) responsible (technical or service department) for the provision of services requested in these technical specifications,
- established quality assurance procedures following international standards or if applicable ISO 9000/EN 29000 certification. Announced quality assurance procedures will be binding and adhered to for the contractor, throughout the execution of the contract,
- a list of at least 3 contracts performed in the past 3 years similar to the scope, size, and nature as those required in the technical specifications, indicating the amounts, the dates, the methodology or infrastructure used, and the name of the consignees (public or private).

The following documents or information must be presented as evidence of compliance with the above criterion:
— detailed CVs that must indicate to which profile they correspond. The tenderer must provide at least the following number of CVs:

project manager: 1;

helpdesk: 3;

telecom support: 2;

ad hoc tasks (HTML editing, scripting): 1.

Minimum level(s) of standards possibly required:

Requirements for technical and professional capacity:

The tenderers must have sufficient technical and professional capacity to perform the contract. In the case of a 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 have:

(1) the relevant organisational structure and adequate quality assurance procedures in order to be able to supply the services as requested in the technical specifications;

(2) 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 the technical specifications;

(3) the ability to work in an ICT infrastructure similar to Cedefop's, with special speed/quality/reliability requirements.

The tenderer must also fulfil the following additional requirement:

(4) possess a qualified team to perform the tasks described in the tender specifications and whose minimum characteristics are described below:

Minimum requirements for profile project manager:

— minimum proven 5 years' experience in the ICT field,

— 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).

Minimum requirements for profile helpdesk:

— minimum 5 years' experience in IT,

— minimum 3 years' experience in relevant position with tasks described in §2.3.1 to §2.3.4 of the tender specifications,

— very good communication skills (spoken and written) in English.

IT qualifications certified in:

• Microsoft Windows XP or Vista or Windows 7,

• Microsoft Office 2003 or 2007,

— proven knowledge of:

• software deployment or imaging deployment,

• antiviral programs and support,

• troubleshooting of printers and other peripherals,

• basic networking skills,

— experience in:

• multi-user environments.

Minimum requirements for profile telecom engineer:

— minimum 3 years' experience in the tasks described in point 3.2.5 of the tender specifications,

— proven hands-on experience of Hipath 4000 V 2.0 assistant,

— good communication skills (spoken and written) in English.

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/SAK/Helpdesk/009/10'.

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:

30.7.2010.

Payable documents: no.

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

13.8.2010.

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: 13.2.2011.

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

Date: 26.8.2010 (11:00).

Place: Cedefop 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.4) Procedures for appeal

VI.4.1) Body responsible for appeal procedures:

General Court of the European Union, 2925 Luxembourg, LUXEMBOURG. Tel. +352 4303-1. 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 point VI.4.1.

VI.5) Date of dispatch of this notice:

21.6.2010.