

This notice in TED website: <http://ted.europa.eu/udl?uri=TED:NOTICE:22166-2018:TEXT:EN:HTML>

**Greece-Thessaloniki: ICT Support Services II
2018/S 012-022166**

Contract award notice

Results of the procurement procedure

Services

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
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) 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 Support Services II
Reference number: AO/DRS/SAN/ICTSS-II/006/17

II.1.2) Main CPV code

72600000

II.1.3) Type of contract

Services

II.1.4) Short description:

The purpose of this open invitation to tender is to conclude 2 framework contracts with Service Providers for various ICT services. It is divided in 2 lots corresponding to 2 distinct ICT fields: in details provision of

services for the smooth functioning and the continuous operation of the ICT Infrastructure in terms of all the Windows and Unix systems, as well as the proper documentation of the ICT procedures to comply with ICT Risk Assessment, Compliance and ICT standards. This will include monitoring of the compliance standards using automated open source Unix software that will be in line with the documentation and the procedures in place according to ISO-27000 and other EU and international IT compliance standards.

II.1.6) **Information about lots**

This contract is divided into lots: yes

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

Value excluding VAT: 2 800.00 EUR

II.2) **Description**

II.2.1) **Title:**

ICT Services related to Microsoft Windows Servers & Desktops systems and applications
Lot No: 1

II.2.2) **Additional CPV code(s)**

72600000

II.2.3) **Place of performance**

NUTS code: 00

Main site or place of performance:

Mainly at Cedefop's premises (on-site) and partly at the contractor's premises (off-site).

II.2.4) **Description of the procurement:**

Lot 1: ICT Services related to Microsoft Windows Servers & Desktops systems and applications.

Estimated person-days: 1600 days over 4 years.

II.2.5) **Award criteria**

Quality criterion - Name: Quality of the methodology approach in providing the necessary information regarding the health of the above-mentioned systems and applications / Weighting: 6

Quality criterion - Name: Quality and efficiency of prevention and recovery of daily faults and errors of the above-mentioned systems and applications / Weighting: 12

Quality criterion - Name: Quality of a concise business continuity & disaster recovery plan covering the above-mentioned systems and applications / Weighting: 18

Quality criterion - Name: Level of consideration and details of security concerns / Weighting: 6

Quality criterion - Name: Level of Cloud readiness of the proposed solutions and methodology of implementation / Weighting: 6

Quality criterion - Name: Quality of proposed Service Level Agreement (SLA) / Weighting: 12

Price - Weighting: 40

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**

II.2) **Description**

II.2.1) **Title:**

ICT Services related to UNIX servers and compliance services
Lot No: 2

II.2.2) Additional CPV code(s)

72600000

II.2.3) Place of performance

NUTS code: 00

Main site or place of performance:

Mainly at Cedefop's premises (on-site) and partly at the contractor's premises (off-site).

II.2.4) Description of the procurement:

Lot 2: ICT Services related to UNIX servers and compliance services.

Estimated person-days: 1200 days over 4 years.

II.2.5) Award criteria

Quality criterion - Name: Quality of the methodology of the infrastructure design for the proposed site /

Weighting: 12

Quality criterion - Name: Quality of the methodology approach in providing the necessary information regarding the health of the above-mentioned systems and applications / Weighting: 9

Quality criterion - Name: Quality and relevance in correlation with ISO 27000 practices / Weighting: 9

Quality criterion - Name: European Union regulatory environment awareness and compliance / Weighting: 9

Quality criterion - Name: Quality of a concise Business Continuity & Disaster Recovery Plan / Weighting: 9

Quality criterion - Name: Quality of proposed Service Level Agreement (SLA) / Weighting: 12

Price - Weighting: 40

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: [2017/S 142-291416](#)

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: 2017-FWC12/AO/DRS/SAN/ICTSS-II/006/17-Lot 1

Lot No: 1

Title:

ICT Services related to microsoft windows servers & desktops systems and applications

A contract/lot is awarded: yes

V.2) **Award of contract**

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

11/01/2018

V.2.2) **Information about tenders**

Number of tenders received: 1

Number of tenders received from SMEs: 1

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

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

Kapaniris G & Sia O.E. (Netsquare)

1 Koritsas Str.

Egaleo Athens

12243

Greece

NUTS code: EL30

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

The contractor is an SME: yes

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

Total value of the contract/lot: 588 500.00 EUR

V.2.5) **Information about subcontracting**

The contract is likely to be subcontracted

Value or proportion likely to be subcontracted to third parties

Proportion: 80 %

Section V: Award of contract

Contract No: 2017-FWC13/AO/DRS/SAN/ICTSS-II/006/17-Lot 2

Lot No: 2

Title:

ICT Services related to UNIX Servers and Compliance Services

A contract/lot is awarded: yes

V.2) **Award of contract**

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

13/12/2017

V.2.2) **Information about tenders**

Number of tenders received: 1

Number of tenders received from SMEs: 1

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

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

N. Krassas – G. Christaras O.E. (Deventum)

4 Aristotelous Str.

Thessaloniki

54623

Greece
NUTS code: EL522
Internet address: <http://www.deventum.com>
The contractor is an SME: yes

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

Total value of the contract/lot: 426 200.00 EUR

V.2.5) **Information about subcontracting**

The contract is likely to be subcontracted
Value or proportion likely to be subcontracted to third parties
Proportion: 40 %

Section VI: Complementary information

VI.3) **Additional information:**

The figure 2800 given in 'point II.1.7 – Total value of procurement' refers to person-days and not euros for both lots. For the exact amounts per lot please refer to II.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
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
Fax: +352 43032100
Internet address: <http://curia.europa.eu>

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

11/01/2018