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**Greece-Thessaloniki: ICT Support Services III
2022/S 152-433581**

Contract award notice

Results of the procurement procedure

Services

Legal Basis:

Regulation (EU, Euratom) No 2018/1046

Section I: Contracting authority

I.1) Name and addresses

Official name: European Centre for the Development of Vocational Training (Cedefop)

Postal address: Service Post, 123 Europe Street, Pylaia

Town: Thessaloniki

NUTS code: EL522 Θεσσαλονίκη / Thessaloniki

Postal code: 57001

Country: Greece

E-mail: C4T-Services@cedefop.europa.eu

Telephone: +30 2310490287

Internet address(es):

Main address: <http://www.cedefop.europa.eu>

Address of the buyer profile: <http://www.cedefop.europa.eu>

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 III

Reference number: AO/DRS/SAN-SAK/ICTSS III/001/22

II.1.2) Main CPV code

72000000 IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description:

This tender procedure is divided into the following 3 (three) lots:

- lot 1: ICT services related to Microsoft-related server and server applications hosted either on-premise or on Microsoft Cloud (M365 or Azure);
- lot 2: ICT services related to UNIX servers, ICT security and compliance services;
- lot 3: ICT services related to databases support, monitoring and maintenance.

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: 1 065 000.00 EUR

II.2) **Description**

II.2.1) **Title:**

ICT Services Related to Microsoft-related Server and Server Applications Hosted either on-Premise or on Microsoft Cloud (M365 or Azure)

Lot No: 1

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

72600000 Computer support and consultancy services

II.2.3) **Place of performance**

NUTS code: EL522 Θεσσαλονίκη / Thessaloniki

Main site or place of performance:

— On Cedefop's premises, 123 Europe Str., Pylaia, Thessaloniki, GREECE;

— On the contractor's premises, indicated as offsite location of the contractor's staff.

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

Services provided under lot 1 will be performed by two profiles:

(a) ICT consultants,

(b) technical support engineers.

Both will assist Cedefop ICT staff in the daily administration of computer systems (servers, desktops, laptops and peripherals) and contribute to the smooth and optimised running of operational central computing resources of Cedefop, either on premises or on cloud. Services will be acquired in the form of person-days and shall involve off- or on-site work. Estimated person-days: 1 300 days over four years.

II.2.5) **Award criteria**

Quality criterion - Name: Quality and relevance of the solution given for Case Study A / Weighting: 45

Quality criterion - Name: Quality and relevance of the solution given for Case Study B / Weighting: 30

Quality criterion - Name: Quality and coherence of proposed Service Level Agreement / Weighting: 15

Quality criterion - Name: Quality of the proposal – contract governance / Weighting: 10

Price - Weighting: 60/40

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, ICT Security and Compliance Services

Lot No: 2

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

72600000 Computer support and consultancy services

II.2.3) **Place of performance**

NUTS code: EL522 Θεσσαλονίκη / Thessaloniki

Main site or place of performance:

- On Cedefop's premises, 123 Europe Str., Pylaia, Thessaloniki, GREECE;
- On the contractor's premises, indicated as offsite location of the contractor's staff.

II.2.4) Description of the procurement:

Services will be provided in the form of tasks, expressed in person-days that will engage experts with three (3) profiles and shall involve off- or on-site work. In details:

- ICT Unix expert (onsite, offsite, on weekends);
- ICT security expert (onsite, offsite, on weekends);
- ICT compliance expert (onsite, offsite, on weekends);

Estimated person-days: 1 200 days over four years.

II.2.5) Award criteria

Quality criterion - Name: Quality and efficiency of the methodology of the infrastructure design, its smooth operation and its monitoring for the proposed site in Case Study A / Weighting: 25

Quality criterion - Name: Quality and efficiency of the methodology for the infrastructure design in Case Study B / Weighting: 25

Quality criterion - Name: Quality and relevance of ISO 27000 standards application, as per Case Studies A and B proposal / Weighting: 15

Quality criterion - Name: Quality of regulatory environment awareness and compliance as per Case Study A proposal / Weighting: 15

Quality criterion - Name: Quality of proposed Service Level Agreement / Weighting: 10

Quality criterion - Name: Quality of the proposal – contract governance / Weighting: 10

Price - Weighting: 60/40

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 Databases Support, Monitoring and Maintenance

Lot No: 3

II.2.2) Additional CPV code(s)

72320000 Database services

II.2.3) Place of performance

NUTS code: EL522 Θεσσαλονίκη / Thessaloniki

Main site or place of performance:

On the contractor's premises, indicated as offsite location of the contractor's staff.

II.2.4) Description of the procurement:

The services under this Lot are related to database administration of Cedefop database servers, in order to ensure smooth functioning and data security. In details these services are divided into:

- regular maintenance of database servers which will be acquired through a monthly fee;
- additionally, there will be ad-hoc/one-off assignments (i.e. installation of database servers and databases, assistance for upgrades and data migration, consulting, troubleshooting issues etc.) which will be acquired in the form of person-hours.

Services under this second bullet shall be performed by two profiles:

- (a) DB expert in Microsoft SQL databases,
- (b) DB expert in Oracle MySQL databases.

Services will be acquired in the form of person-hours and shall involve only off-site work on weekdays and exceptionally on weekends, in case of major upgrades or migrations.

Estimated budget: EUR 115 000 over four years.

II.2.5) Award criteria

Quality criterion - Name: Quality and relevance of the solution given for the case study / Weighting: 45

Quality criterion - Name: Quality and efficiency of the methodological approach for the regular database administration and monitoring / Weighting: 30

Quality criterion - Name: Quality of proposed Service Level Agreement / Weighting: 15

Quality criterion - Name: Quality of the proposal – contract governance / Weighting: 10

Price - Weighting: 60/40

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.1.8) 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: [2022/S 077-209234](#)

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

Lot No: 1

Title:

ICT Services Related to Microsoft-related Server and Server Applications Hosted either on-Premise or on Microsoft Cloud (M365 or Azure)

A contract/lot is awarded: yes

V.2) **Award of contract**

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

11/07/2022

V.2.2) **Information about tenders**

Number of tenders received: 1

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

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

Official name: Bluestream Solutions Ltd

Postal address: 10th km Thessalonikis-Thermis

Town: Thessaloniki

NUTS code: EL522 Θεσσαλονίκη / Thessaloniki

Postal code: 57001

Country: Greece

The contractor is an SME: no

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

Total value of the contract/lot: 445 400.00 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: 18 %

Section V: Award of contract

Contract No: 2

Lot No: 2

Title:

ICT Services Related to UNIX Servers, ICT Security and Compliance Services

A contract/lot is awarded: yes

V.2) **Award of contract**

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

22/07/2022

V.2.2) **Information about tenders**

Number of tenders received: 1

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

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

Official name: Deventum E.E

Postal address: Aristotelous 4

Town: Thessaloniki

NUTS code: EL522 Θεσσαλονίκη / Thessaloniki

Postal code: 54623

Country: Greece

The contractor is an SME: yes

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

Total value of the contract/lot: 523 920.00 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: 65 %

Section V: Award of contract

Contract No: 3

Lot No: 3

Title:

ICT Services Related to Databases Support, Monitoring and Maintenance

A contract/lot is awarded: yes

V.2) **Award of contract**

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

11/07/2022

V.2.2) **Information about tenders**

Number of tenders received: 1

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

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

Official name: Bluestream Solutions Ltd

Postal address: 10th km Thessalonikis-Thermis

Town: Thessaloniki

NUTS code: EL522 Θεσσαλονίκη / Thessaloniki

Postal code: 57001

Country: Greece

The contractor is an SME: no

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

Total value of the contract/lot: 114 400.00 EUR

V.2.5) **Information about subcontracting**

Section VI: Complementary information

VI.3) **Additional information:**

VI.4) **Procedures for review**

VI.4.1) **Review body**

Official name: General Court

Postal address: rue du Fort Niedergrünwald

Town: Luxembourg

Postal code: L-2925

Country: Luxembourg

VI.4.3) **Review procedure**

Precise information on deadline(s) for review procedures:

Within two 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**

Official name: General Court

Town: Luxembourg

Country: Luxembourg

VI.5) **Date of dispatch of this notice:**
28/07/2022