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**Greece-Thessaloniki: ICT Helpdesk Services
2018/S 141-322354**

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1) Name and addresses

Cedefop
123 Europe Street, PO Box 22427
Thessaloniki
55102
Greece
Contact person: Clotilde Assumel-Lurdin
Telephone: +30 2310490287
E-mail: c4t-services@cedefop.europa.eu
Fax: +30 2310490028
NUTS code: EL522

Internet address(es):

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

I.1) Name and addresses

European Union Agency for Network and Information Security (ENISA)
1 Vasilissis Sofia Str
Athens
15124
Greece
E-mail: c4t-services@cedefop.europa.eu
NUTS code: EL301

Internet address(es):

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

I.2) Information about joint procurement

The contract involves joint procurement

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <http://www.cedefop.europa.eu/>
Additional information can be obtained from the abovementioned address
Tenders or requests to participate must be submitted to the abovementioned address

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 Helpdesk Services
Reference number: AO/DRS/SAN-SAK/Helpdesk/006/18

- II.1.2) **Main CPV code**
72611000

- II.1.3) **Type of contract**
Services

- II.1.4) **Short description:**
Provision of services related to first level support and assistance to Cedefop's (Thessaloniki) and ENISA's (Athens) ICT users as well as the performance of a series of supporting activities to Cedefop's ICT Service, according to specified requirements stated in the Tender Specifications. Such activities are commonly known as Helpdesk or Service Desk activities.
Cedefop shall sign and execute their own Framework Contract for Lot 1 as well as the Framework Contract and any addenda thereto (including the suspension and cancellation of this Framework Contract) on behalf of "ENISA" for Lot 2, in accordance with the mandate it has been given by this Agency of the European Union. Once the Framework Contract has been signed, ENISA shall sign their Order Forms directly with the Contractor and shall be directly responsible for the contractual and financial execution thereof.

- II.1.5) **Estimated total value**

- II.1.6) **Information about lots**
This contract is divided into lots: yes
Tenders may be submitted for all lots

- II.2) **Description**

- II.2.1) **Title:**
ICT Helpdesk Services for Cedefop, Thessaloniki.
Lot No: 1

- II.2.2) **Additional CPV code(s)**
72611000

- II.2.3) **Place of performance**
NUTS code: EL522
Main site or place of performance:
Cedefop premises in Thessaloniki, Greece. Due to specific circumstances the Contractor may be required to supply services out of Cedefop's premises (i.e. Hotel or Conference facility).

- II.2.4) **Description of the procurement:**
The estimated volume of services in person-days is of the order of 2100 person days over 4 years. Tenderers should be aware that the information on volume is purely indicative, shall not be binding on the Agencies 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.

In the case where unforeseen circumstances result in the global value of this contract being consumed faster than originally planned, Cedefop reserves the right to consider conducting a "Negotiated procedure without prior publication of a Contract Notice" with the existing Contractor(s) in order to increase the maximum amount stated above by up to 50% (Art. 134(e) of the Rules of Application (RAP) implementing the EU Financial Regulation (FR).

Services will be acquired in the form of person-days, shall be covered by the three (3) below mentioned profiles and shall involve on-site tasks. In details:

- Helpdesk technician,
- Telecom Engineer,
- Audio visual Technician.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months: 12

This contract is subject to renewal: yes

Description of renewals:

The contract shall enter into force on the date of signature of the last contracting party, shall have initial duration of one (1) year and will be automatically renewed up to three (3) times, each for an additional period of one (1) year, covering a total acquisition period of four (4) years (1 + 1 + 1 +1).

II.2.10) Information about variants

Variants will be accepted: no

II.2.11) Information about options

Options: no

II.2.12) Information about electronic catalogues

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

The successful tenderer shall present to Cedefop prior to contract signature, official documents stating the absence of criminal records for each of his staff employed by him at the premises of Cedefop as well as a valid residence permit for non-Greeks. In case of personnel replacement, the tenderer is obliged to provide security clearance documents for the new personnel assigned.

II.2) Description

II.2.1) Title:

ICT Helpdesk Services for ENISA, Athens

Lot No: 2

II.2.2) Additional CPV code(s)

72611000

II.2.3) Place of performance

NUTS code: EL301

Main site or place of performance:

ENISA premises in Athens, Greece.

II.2.4) Description of the procurement:

The estimated volume of services in person-days is of the order of 1550 person days over 4 years. Tenderers should be aware that the information on volume is purely indicative, shall not be binding on ENISA 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. ENISA 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 ENISA may place through Orders Forms.

In the case where unforeseen circumstances result in the global value of this contract being consumed faster than originally planned, Cedefop on behalf of ENISA reserves the right to consider conducting a "Negotiated procedure without prior publication of a Contract Notice" with the existing Contractor(s) in order to increase the maximum amount stated above by up to 50% (Art. 134(e) of the Rules of Application (RAP) implementing the EU Financial Regulation (FR).

Help Desk shall respond to all IT Service requests registered (SharePoint list), user phone calls, emails and walk-ins and keep a daily register of problems encountered and solutions found, and of efforts made to find solutions. It shall assist employees in the use of programs, either by resolving simple problems or questions or by making useful suggestions. It shall maintain and update a database of all calls, using a dedicated service desk system provided by ENISA (case management). The Helpdesk shall also support remotely the ENISA users who need to work from outside of the Agency.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months: 12

This contract is subject to renewal: yes

Description of renewals:

The contract shall enter into force on the date of signature of the last contracting party, shall have initial duration of one (1) year and will be automatically renewed up to three (3) times, each for an additional period of one (1) year, covering a total acquisition period of four (4) years (1 + 1 + 1 + 1).

II.2.10) Information about variants

Variants will be accepted: no

II.2.11) Information about options

Options: no

II.2.12) Information about electronic catalogues

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

The successful tenderer shall present to Cedefop on behalf of ENISA prior to contract signature, official documents stating the absence of criminal records for each of his staff employed by him at the premises of ENISA as well as a valid residence permit for non-Greeks. In case of personnel replacement, the tenderer is obliged to provide security clearance documents for the new personnel assigned.

Section III: Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions:

See the Tender documents.

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

III.1.5) Information about reserved contracts

III.2) Conditions related to the contract

III.2.1) Information about a particular profession

III.2.2) Contract performance conditions:

III.2.3) Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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

Framework agreement with a single operator

IV.1.4) Information about reduction of the number of solutions or tenders during negotiation or dialogue

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

IV.2.2) Time limit for receipt of tenders or requests to participate

Date: 10/09/2018

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.2.4) Languages in which tenders or requests to participate may be submitted:

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

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Tender must be valid until: 10/03/2019

IV.2.7) Conditions for opening of tenders

Date: 21/09/2018

Local time: 11:00

Place:

Cedefop premises.

Information about authorised persons and opening procedure:

Each tenderer may be represented at the opening of tenders by maximum 2 representatives. The names of the persons attending the opening must be notified in writing by e-mail(C4T-services@cedefop.europa.eu) at least 3 working days prior to the opening session. Failing that, Cedefop reserves the right to refuse access to its premises.

Section VI: Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: no

VI.2) Information about electronic workflows

VI.3) Additional information:

The procurement documents will be available on Cedefop's website: <http://www.cedefop.europa.eu/about-cedefop/public-procurement>

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.

Cedefop shall be closed on 15.8.2018.

VI.4) Procedures for review

VI.4.1) Review body

General Court
rue du Fort Niedergrünwald
Luxemburg
2925
Luxembourg

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
Luxemburg
Luxembourg

VI.5) Date of dispatch of this notice:

13/07/2018