

**Finland-Helsinki: Framework Service Contract for the Provision of Managed IT Workplace Services for the European Chemicals Agency (ECHA)**

OJ S 20/2020 29/01/2020

**Contract award notice  
Services****Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: European Chemicals Agency

Postal address: Telakkakatu 6

Town: Helsinki

NUTS code: FI1B1 Helsinki-Uusimaa

Postal code: 00150

Country: Finland

Contact person: Finance Unit

E-mail: [procurement@echa.europa.eu](mailto:procurement@echa.europa.eu)

Telephone: +358 9686180

**Internet address(es):**Main address: [www.echa.europa.eu](http://www.echa.europa.eu)Address of the buyer profile: <https://echa.europa.eu/about-us/procurement>**I.4. Type of the contracting authority**

European institution/agency or international organisation

**I.5. Main activity**

General public services

**Section II: Object**

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**II.1. Scope of the procurement****II.1.1. Title**

Framework Service Contract for the Provision of Managed IT Workplace Services for the European Chemicals Agency (ECHA)

Reference number: ECHA/2018/298

**II.1.2. Main CPV code**

72500000 Computer-related services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Framework contract for the provision of managed IT workplace services for ECHA. This includes the provision of equipment for an IT workplace along with associated services, in the form of 'as-a-Service'. The IT equipment consists of:

- 1) Devices (laptop computers, 2-in-1 computers (combination of tablet-laptop in one device), desktop computers, small-factor computers for special purposes (e.g. for common areas, kiosks, etc.);
  - 2) Relevant peripherals (computer screens, docking stations/port-replicators, external keyboards, mice);
  - 3) Accessories and equipment such as cables, adapters, additional chargers, external storage units (USB drives, external hard disk drives, etc.), protective covers, pens/styli, etc.
- The contractor will also provide the following associated services: device management, operating system management, end-user software application packaging and delivery, device security management, device lifecycle management, device maintenance and support to ECHA's IT Service.

#### **II.1.6. Information about lots**

This contract is divided into lots: no

#### **II.1.7. Total value of the procurement**

Value excluding VAT: 4 000 000,00 EUR

### **II.2. Description**

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

72100000 Hardware consultancy services

#### **II.2.3. Place of performance**

NUTS code: FI1B1 Helsinki-Uusimaa

Main site or place of performance: The contractor's premises and/or ECHA's premises.

#### **II.2.4. Description of the procurement**

The procurement procedure is an open call for tenders that aims at the establishment of a framework service contract with a single service provider.

#### **II.2.5. Award criteria**

Quality criterion - Name: Incident SLA / Weighting: 16.8

Quality criterion - Name: Transition in plan / Weighting: 12

Quality criterion - Name: Rapid replacement of devices / Weighting: 4.2

Quality criterion - Name: Device performance / Weighting: 22.8

Quality criterion - Name: Transition out / Weighting: 4.2

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**

Initial contractual period of 2 years, with the possibility of 2 renewals of 1 year each (2 + 1 + 1)

## **Section IV: Procedure**

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### **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: [2019/S 159-391875](#)

**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**

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**Contract No:** ECHA/2018/298

**Title:**

Framework Service Contract for the provision of Managed IT Workplace Services for the European Chemicals Agency (ECHA)

A contract/lot is awarded: yes

**V.2. Award of contract****V.2.1. Date of conclusion of the contract**

22/01/2020

**V.2.2. Information about tenders**

Number of tenders received: 2

Number of tenders received from tenderers from other EU Member States: 2

Number of tenders received by electronic means: 2

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

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

Official name: Hellenic Telecommunications Organisations S.A. – OTE S.A

National registration number: 1037501000

Postal address: Maroussi, at 99, Kifissias Avenue

Town: Athens

NUTS code: EL3 Αττική (Attiki)

Postal code: 15124

Country: Greece

Internet address: <https://cosmote.gr>

The contractor is an SME: no

**V.2.4. Information on value of the contract/lot**

Initial estimated total value of the contract/lot: 4 000 000,00 EUR

Total value of the contract/lot: 2 750 000,00 EUR

## V.2.5. Information about subcontracting

### Section VI: Complementary information

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#### 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  
E-mail: [GeneralCourt.Registry@curia.europa.eu](mailto:GeneralCourt.Registry@curia.europa.eu)  
Telephone: +352 4303-1  
Fax: +352 4303-2100  
Internet address: <http://curia.europa.eu>

##### VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:  
You may submit any observations concerning the award procedure to the contracting authority indicated under Heading I.1). If you believe that there was maladministration, you may lodge a complaint to the European Ombudsman within 2 years of the date when you became aware of the facts on which the complaint is based (see <http://www.ombudsman.europa.eu>). Such complaint does not have as an effect either to suspend the time limit to launch an appeal or to open a new period for lodging an appeal. Within 2 months of the notification of the award decision you may lodge an appeal to the body referred to in VI.4.1).

##### VI.4.4. Service from which information about the review procedure may be obtained

Official name: European Chemicals Agency (ECHA)  
Postal address: Telakkakatu 6  
Town: Helsinki  
Postal code: 00150  
Country: Finland  
E-mail: [procurement@echa.europa.eu](mailto:procurement@echa.europa.eu)  
Telephone: +358 9686180  
Internet address: <https://echa.europa.eu/about-us/procurement>

##### VI.5. Date of dispatch of this notice

22/01/2020