

Italy-Torino: IT Support Services

OJ S 74/2020 15/04/2020

**Contract notice
Services**

Legal Basis:

Regulation (EU, Euratom) No 2018/1046

Section I: Contracting authority

I.1. Name and addresses

Official name: European Training Foundation

Postal address: Villa Gualino, Viale Settimio Severo 65

Town: Torino

NUTS code: ITC11 Torino

Postal code: 10133

Country: Italy

E-mail: procurement@etf.europa.eu

Internet address(es):

Main address: http://www.etf.europa.eu/web.nsf/pages/Open_tenders

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://etendering.ted.europa.eu/cft/cft-display.html?cftId=6286>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://etendering.ted.europa.eu/cft/cft-display.html?cftId=6286>

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

General public services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

IT Support Services

Reference number: CFT/20/ETF/0010

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

Lot 1: End User Support Services Onsite and Remotely,

Lot 2: IT Infrastructure Support Services.

— for lot 1, the services to be provided are the following:

- IT service desk
- technical assistance with IT software, hardware and equipment;
- administrative assistance and coaching related to IT;
- remote technical assistance for ETF Web services.

— for lot 2, the services to be provided are the following:

- planned IT infrastructure support services,
- emergency IT infrastructure support services.

II.1.5. Estimated total value

Value excluding VAT: 1 000 000,00 EUR

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

End User Support Services

Lot No: 1

II.2.2. Additional CPV code(s)

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

II.2.3. Place of performance

NUTS code: ITC11 Torino

Main site or place of performance: ETF premises.

II.2.4. Description of the procurement

See internet address provided in section I.3).

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

Value excluding VAT: 500 000,00 EUR

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

Duration in months: 48

This contract is subject to renewal: yes

Description of renewals:

See internet address provided in section I.3).

II.2.10. Information about variants

Variants will be accepted: no

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:
yes

Identification of the project: ETF administrative appropriations.

II.2.14. Additional information

II.2. Description

II.2.1. Title

IT Infrastructure Support Services
Lot No: 2

II.2.2. Additional CPV code(s)

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

II.2.3. Place of performance

NUTS code: ITC11 Torino
Main site or place of performance: ETF premises.

II.2.4. Description of the procurement

See internet address provided in section I.3).

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

Value excluding VAT: 500 000,00 EUR

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

Duration in days: 48
This contract is subject to renewal: yes
Description of renewals:
See internet address provided in section I.3).

II.2.10. Information about variants

Variants will be accepted: no

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:
yes
Identification of the project: ETF administrative appropriations.

II.2.14. Additional information

Section III: Legal, economic, financial and technical information

III.1. Conditions for participation

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

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.1.8. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: no

IV.2. Administrative information

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

Date: 27/05/2020 Local time: 10:30

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

Duration in months: 6 (from the date stated for receipt of tender)

IV.2.7. Conditions for opening of tenders

Date: 28/05/2020 Local time: 14:30

Place:

ETF premises in Turin.

Information about authorised persons and opening procedure: See internet address provided in section I.3).

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about electronic workflows

Electronic invoicing will be accepted

VI.3. Additional information

See internet address provided in section I.3).

VI.4. Procedures for review

VI.4.1. Review body

Official name: General Court of the CoJ of the EU

Postal address: rue du Fort Niedergrunewald

Town: Lussemburgo

Postal code: L-2925

Country: Luxembourg

E-mail: generalcourt.registry@curia.europa.eu

Telephone: +352 43031

Fax: +352 43032100

Internet address: http://curia.europa.eu/jcms/jcms/j_6/en/

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

See internet address provided in section I.3).

VI.5. Date of dispatch of this notice

08/04/2020