

**Italy-Torino: IT Support Services**  
**OJ S 210/2020 28/10/2020**  
**Contract award notice**  
**Services**

**Legal Basis:**

Regulation (EU, Euratom) No 2018/1046

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**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](mailto:procurement@etf.europa.eu)  
**Internet address(es):**  
Main address: [http://www.etf.europa.eu/web.nsf/pages/Open\\_tenders](http://www.etf.europa.eu/web.nsf/pages/Open_tenders)

**I.4. Type of the contracting authority**

European institution/agency or international organisation

**I.5. Main activity**

General public services

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**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 On site and Remotely.
- Lot 2: IT Infrastructure Support Services.  
— For Lot I, 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 Webservices
- For Lot II, the services to be provided are the following:
  - planned IT infrastructure support services,

- emergency IT infrastructure support services.

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

This contract is divided into lots: yes

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

Value excluding VAT: 500 000,00 EUR

### **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**

Quality criterion - Name: Organisation of the services / Weighting: 30

Quality criterion - Name: Service quality / Weighting: 15

Quality criterion - Name: Service Level Agreement (SLA) / Weighting: 15

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:

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

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

See internet address provided in section I.3).

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

Quality criterion - Name: Organisation of the services / Weighting: 30  
Quality criterion - Name: Service quality / Weighting: 15  
Quality criterion - Name: Service Level Agreement (SLA) / Weighting: 15  
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:  
yes

Identification of the project: ETF appropriations.

#### **II.2.14. Additional information**

### **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: [2020/S 074-175551](#)

##### **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:** CON/20/ETF/0018

**Lot No:** 1

**Title:**

End User Support Services

A contract/lot is awarded: yes

#### **V.2. Award of contract**

##### **V.2.1. Date of conclusion of the contract**

14/09/2020

##### **V.2.2. Information about tenders**

Number of tenders received: 8

Number of tenders received from SMEs: 7  
Number of tenders received from tenderers from other EU Member States: 0  
Number of tenders received from tenderers from non-EU Member States: 0  
Number of tenders received by electronic means: 8  
The contract has been awarded to a group of economic operators: no

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

Official name: Atlantica Digital SPA  
Town: Roma  
NUTS code: ITI43 Roma  
Country: Italy  
The contractor is an SME: no

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

Initial estimated total value of the contract/lot: 500 000,00 EUR  
Total value of the contract/lot: 500 000,00 EUR

**V.2.5. Information about subcontracting**

**Section VI: Complementary information**

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**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 EU  
Postal address: rue du Fort Niedergrunewald  
Town: Lussemburgo  
Postal code: L-2925  
Country: Luxembourg  
E-mail: [generalcourt.registry@curia.europa.eu](mailto:generalcourt.registry@curia.europa.eu)  
Telephone: +352 43031  
Fax: +352 43032100  
Internet address: [http://curia.europa.eu/jcms/jcms/j\\_6/en/](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**

21/10/2020