

This notice in TED website: <https://ted.europa.eu/udl?uri=TED:NOTICE:336869-2022:TEXT:EN:HTML>

**Denmark-Copenhagen: Provision of IT Consultancy Services to the European Environment Agency (EEA) in the Area of Microsoft Infrastructure First Level Support  
2022/S 120-336869**

**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 Environment Agency (EEA)

Postal address: Kongens Nytorv 6

Town: Copenhagen K

NUTS code: DK011 Byen København

Postal code: 1050 K

Country: Denmark

Contact person: Karoline Rygaard

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

**Internet address(es):**

Main address: <https://www.eea.europa.eu>

Address of the buyer profile: <https://www.eea.europa.eu/about-us/tenders>

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

European institution/agency or international organisation

**I.5) Main activity**

Environment

**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title:**

Provision of IT Consultancy Services to the European Environment Agency (EEA) in the Area of Microsoft Infrastructure First Level Support

Reference number: EEA/DIS/21/001

**II.1.2) Main CPV code**

72266000 Software consultancy services

**II.1.3) Type of contract**

Services

**II.1.4) Short description:**

This call for tenders aims at the EEA seeks to establishment of framework service contracts with IT consultancy service providers in the area of Microsoft infrastructure first level support:

- solution of service requests from staff,
- technical support of workplace equipment,
- introductory training on office software.

**II.1.6) Information about lots**

This contract is divided into lots: no

**II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: 1 200 000.00 EUR

**II.2) Description**

**II.2.3) Place of performance**

NUTS code: DK011 Byen København

Main site or place of performance:

Work will be carried out at the contractor's premises (extramural) or at the premises of the EEA in Copenhagen (intramural) depending on the requirements of the specific contract or order form.

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

The future contractors will be requested to provide first level support of the EEA's agency Microsoft-based infrastructure. Tasks include, for instance:

- operate ICT helpdesk services supported by a ticketing system within person and remote interventions;
- user administration in a predominantly Windows based environment;
- management and configuration of laptops and desktops such as patching, software and system updates to maintain security and privacy using various software tools;
- management and installation of printers, scanners, video conferencing (VC) equipment and other peripherals;
- management of mobile devices such as tablets and smartphones;
- provide technical support to video conferencing and webinars;
- support relating to network, server, database and other infrastructure tasks;
- occasionally provide IT training for EEA staff in the software used at the EEA, mainly for MS Office 365 and Windows.

**II.2.5) Award criteria**

Quality criterion - Name: Describe the best processes to manage and update 400 devices (laptops, desktops and smart phones) in a standardisation updated manner and still allow flexibility for users with various needs and at the same time respect high level security against malware infection and intrusion with cloud aspect. / Weighting: 12

Quality criterion - Name: Propose an approach on how to support and manage services and applications required in a flexible work and collaboration scenario, where a user can work both from home and in the office, with a set of non-personal desktop computers (in the office). / Weighting: 12

Quality criterion - Name: Describe the best approach to manage, organise, and assist in the registration and access of internal employees and external guests to the EEA domain in Office 365 and related resources, such as MS Teams and SharePoint sites and internal servers in a securely manner. / Weighting: 12

Quality criterion - Name: Describe an approach for how to organize a workflow for service requests that ensures the client's request is not ignored and is escalated in case of urgency (e.g., downtime or security incident) for an internally (intramuros) and externally (extramuros) operated ICT Helpdesk with limited resources. / Weighting: 12

Quality criterion - Name: Describe the best way to secure and optimise the access to a SQL Server (fixed roles, user roles, handle specific user requirements). / Weighting: 12

Price - Weighting: 30

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: [2021/S 190-493105](#)

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**

**Contract No:** EEA/DIS/21/001-1

**Title:**

Provision of IT Consultancy Services to the European Environment Agency (EEA) in the Area of Microsoft Infrastructure First Level Support

A contract/lot is awarded: yes

V.2) **Award of contract**

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

17/05/2022

V.2.2) **Information about tenders**

Number of tenders received: 11

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

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

Official name: Bilbomática S.A.

National registration number: Hoja BI-1046-A Tomo 2081 Folio 147 Inscripción 54

Postal address: Ed. Miribilla, C/ Santiago de Compostela, 12-4o A

Town: Bilbao

NUTS code: ES213 Bizkaia

Postal code: 48003

Country: Spain

The contractor is an SME: no

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

Initial estimated total value of the contract/lot: 1 200 000.00 EUR

Total value of the contract/lot: 1 200 000.00 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: 30 %

**Section V: Award of contract**

**Contract No:** EEA/DIS/21/001-2

**Title:**

Provision of IT Consultancy Services to the European Environment Agency (EEA) in the Area of Microsoft Infrastructure First Level Support

A contract/lot is awarded: yes

V.2) **Award of contract**

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

16/05/2022

V.2.2) **Information about tenders**

Number of tenders received: 11

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

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

Official name: Thaleria S.A.

National registration number: 0704.867.821

Postal address: Avenue des Arts 56

Town: Brussels

NUTS code: BE100 Arr. de Bruxelles-Capitale / Arr. Brussel-Hoofdstad

Postal code: 1000

Country: Belgium

The contractor is an SME: yes

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

Total value of the contract/lot: 1 200 000.00 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: 50 %

**Section V: Award of contract**

**Contract No:** EEA/DIS/21/001-3

**Title:**

Provision of IT Consultancy Services to the European Environment Agency (EEA) in the Area of Microsoft Infrastructure First Level Support

A contract/lot is awarded: yes

V.2) **Award of contract**

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

19/05/2022

V.2.2) **Information about tenders**

Number of tenders received: 11

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

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

Official name: Uni Systems Information Technology Systems Commercial Single Member Societe Anonyme  
Postal address: 19-23, Al. Pantou str.,  
Town: Kallithea  
NUTS code: EL304 Νότιος Τομέας Αθηνών / Notios Tomeas Athinon  
Postal code: 17671  
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: 1 200 000.00 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 Niedergrünewald  
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: <https://curia.europa.eu>

VI.4.2) **Body responsible for mediation procedures**

Official name: European Ombudsman  
Postal address: 1 avenue du Président Robert Schuman  
Town: Strasbourg  
Postal code: 67001  
Country: France  
E-mail: [eo@ombudsman.europa.eu](mailto:eo@ombudsman.europa.eu)  
Telephone: +33 388172313  
Fax: +33 388179062  
Internet address: <https://www.ombudsman.europa.eu>

VI.4.3) **Review procedure**

Precise information on deadline(s) for review procedures:

Within two months of the notification to the plaintiff (date of receipt), or, in the absence thereof, the day when the person concerned had knowledge of the relevant information, an appeal may be lodged with the Court of Justice of the European Union.

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

Official name: General Court  
Postal address: rue du Fort Niedergrünewald  
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 5-4303-2100  
Internet address: <https://curia.europa.eu>

VI.5) **Date of dispatch of this notice:**  
14/06/2022