

This notice in TED website: <https://ted.europa.eu/udl?uri=TED:NOTICE:123592-2019:TEXT:EN:HTML>

**Denmark-Copenhagen: Provision of IT Consultancy Services to the European Environment Agency (EEA)  
in the Areas of Advanced Infrastructure Operations and Microsoft Infrastructure First Level Support (2 lots)  
2019/S 054-123592**

**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**

European Environment Agency  
Kongens Nytorv 6  
Copenhagen K  
1050  
Denmark

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

NUTS code: DK011

**Internet address(es):**

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

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

I.2) **Information about joint procurement**

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 Areas of Advanced Infrastructure Operations and Microsoft Infrastructure First Level Support (2 lots)

Reference number: EEA/DIS/18/012

II.1.2) **Main CPV code**

72000000

II.1.3) **Type of contract**

Services

II.1.4) **Short description:**

The EEA seeks to establish framework service contracts in cascade with IT consultancy service providers in the areas of advanced infrastructure operations and Microsoft infrastructure first level support. The call for tenders is split into 2 (two) lots.

II.1.6) **Information about lots**

This contract is divided into lots: yes

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

Value excluding VAT: 1 850 000.00 EUR

II.2) **Description**

II.2.1) **Title:**

Advanced Infrastructure Operations

Lot No: 1

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

72000000

II.2.3) **Place of performance**

NUTS code: 00

NUTS code: DK011

Main site or place of performance:

Work will be carried out at the contractor's premises (extramural) or at the EEA premises in Copenhagen (intramural). Travel to other locations may be required on an ad-hoc basis.

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

The EEA established three framework contracts in cascade for the provision of IT services in the area of advanced infrastructure operations, primarily related to Linux system administrations, for instance:

- advanced system administration and deployment in a virtualised high availability environment,
- security measures such as system updates, intrusion prevention and backup/recovery,
- security procedure evaluation and improvements,
- management of CMS, relational and NoSQL databases,
- network management, design and optimisation,
- management of applications deployed with Docker.

II.2.5) **Award criteria**

Quality criterion - Name: Understanding of the objectives of the contract and the complexities of the work to be carried out (5 scenarios) / Weighting: 60

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**

II.2) **Description**

II.2.1) **Title:**

Microsoft Infrastructure First Level Support

Lot No: 2

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

72000000

II.2.3) **Place of performance**

NUTS code: 00

NUTS code: DK011

Main site or place of performance:

Work will be carried out mainly at the EEA premises in Copenhagen (intramural) and on occasion at the contractor's premises (extramural). Travel to other locations may be required on an ad-hoc basis.

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

The EEA established three framework contracts in cascade for the provision of IT services in the area Microsoft infrastructure first level support, for instance:

- operate ICT helpdesk services supported by a ticketing system with in person and remote interventions,
- PC management and user administration in a pre-dominant Windows based environment,
- management and configuration of Windows 7 and 10 based PCs using various software tools,
- patch management and system updates of the PCs to maintain security and privacy,
- management and installation of printers, scanners and other peripherals,
- provide technical support to video conferencing and webinars,
- support relating to network, server, database and other infrastructure tasks,
- provide IT training for EEA staff in the software used at EEA, mainly for MS Office and Windows.

II.2.5) **Award criteria**

Quality criterion - Name: Understanding of the objectives of the contract and the complexities of the work to be carried out (5 scenarios) / Weighting: 60

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**

**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.1.6) **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**

Notice number in the OJ S: [2018/S 200-453475](#)

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/18/012/LOT1-1

**Lot No: 1**

**Title:**

Advanced Infrastructure Operations

A contract/lot is awarded: yes

V.2) **Award of contract**

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

11/02/2019

V.2.2) **Information about tenders**

Number of tenders received: 4

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

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

Fast Digitech SRL

Bucharest

Romania

NUTS code: RO321

The contractor is an SME: yes

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

Initial estimated total value of the contract/lot: 1 250 000.00 EUR

Total value of the contract/lot: 1 250 000.00 EUR

V.2.5) **Information about subcontracting**

**Section V: Award of contract**

**Contract No:** EEA/DIS/18/012/LOT1-2

**Lot No: 1**

**Title:**

Advanced Infrastructure Operations

A contract/lot is awarded: yes

V.2) **Award of contract**

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

01/03/2019

V.2.2) **Information about tenders**

Number of tenders received: 4

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

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

Altia Consultores, S.A.

Coruña

Spain

NUTS code: ES111

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: 1 250 000.00 EUR

Total value of the contract/lot: 1 250 000.00 EUR

V.2.5) **Information about subcontracting**

**Section V: Award of contract**

**Contract No:** EEA/DIS/18/012/LOT1-3

**Lot No:** 1

**Title:**

Advanced Infrastructure Operations

A contract/lot is awarded: yes

V.2) **Award of contract**

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

01/03/2019

V.2.2) **Information about tenders**

Number of tenders received: 4

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

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

Progressive A/S

Herlev

Denmark

NUTS code: DK012

The contractor is an SME: yes

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

Initial estimated total value of the contract/lot: 1 250 000.00 EUR

Total value of the contract/lot: 1 250 000.00 EUR

V.2.5) **Information about subcontracting**

**Section V: Award of contract**

**Contract No:** EEA/DIS/18/012/LOT2-1

**Lot No:** 2

**Title:**

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:**

06/02/2019

V.2.2) **Information about tenders**

Number of tenders received: 4

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

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

Bilbomática S.A.

Bilbao

Spain

NUTS code: ES213

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: 600 000.00 EUR

Total value of the contract/lot: 600 000.00 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: 45 %

**Section V: Award of contract**

**Contract No:** EEA/DIS/18/012/LOT2-2

**Lot No:** 2

**Title:**

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:**

01/03/2019

V.2.2) **Information about tenders**

Number of tenders received: 4

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

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

Progressive A/S

Herlev

Denmark

NUTS code: DK012

The contractor is an SME: yes

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

Initial estimated total value of the contract/lot: 600 000.00 EUR

Total value of the contract/lot: 600 000.00 EUR

V.2.5) **Information about subcontracting**

**Section V: Award of contract**

**Contract No:** EEA/DIS/18/012/LOT2-3

**Lot No:** 2

**Title:**

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:**

01/03/2019

V.2.2) **Information about tenders**

Number of tenders received: 4

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

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

Soitron Group SE

Bratislava

Slovakia  
NUTS code: SK010  
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: 600 000.00 EUR  
Total value of the contract/lot: 600 000.00 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**

General Court  
rue du Fort Niedergrünwald  
Luxembourg  
2925  
Luxembourg  
Telephone: +352 4303-1  
E-mail: [generalcourt.registry@curia.europa.eu](mailto:generalcourt.registry@curia.europa.eu)  
Fax: +352 4303-2100  
Internet address: <http://curia.europa.eu>

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

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

VI.4.3) **Review procedure**

Precise information on deadline(s) for review procedures:  
Within 2 months of the notification to the plaintiff (date of receipt), or, in the absence thereof, of the day on which the person concerned had knowledge of the relevant information, an appeal may be lodged with the General Court. A complaint to the European Ombudsman has no impact on the above deadline for lodging an appeal.

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

General Court  
rue du Fort Niedergrünwald  
Luxembourg  
2925  
Luxembourg  
Telephone: +352 4303-1  
E-mail: [generalcourt.registry@curia.europa.eu](mailto:generalcourt.registry@curia.europa.eu)  
Fax: +352 4303-2100

Internet address: <http://curia.europa.eu>

VI.5) **Date of dispatch of this notice:**  
06/03/2019