



Malta, 14/01/2022

**EASO/2021/943 – Framework service contract for the
Provision of Maintenance services for the Operational Printers at EASO offices in Greece**

EX ANTE PUBLICITY

I. Description of the services

The European Asylum Support Office (EASO) is planning to purchase maintenance services (cleaning, part replacement, firmware upgrade and pro-active maintenance) for the printers in EASO in Greece.

More in detail, the requested services will include:

- _ Ensure good working condition of EASO printers by carrying out maintenance service (on-site and off-site), including i.e. software, firmware, spare parts, minor upgrade, residuals disposal.
- _ Provide periodical and/or accident based and/or quality check technical support either on site or by phone/email, including i.e. installation, configuration, acceptance tests, technical analysis, and maintenance tasks.
- _ "Reactive Maintenance" and "Preventive maintenance", with incidents and problems management and prevention.
- _ Registration of the incidents
- _ Recycling of the equipment

Current expected printers locations are (not exhaustive list): Samos, Lesbos, Chios, Kos, Athens, Leros.

II. Description of the contract

EASO envisages awarding a framework services contract. The maximum estimated duration of the contract will be 48 months. The estimated total value for the whole framework contract duration is € 80,000.00.

III. Description of the procurement procedure

This ex-ante publicity is the first stage of the negotiated procurement procedure with at least 5 economic operators through which EASO may award the above-mentioned contract.¹

This ex-ante publicity has an indicative value and is in no way binding on EASO. EASO may decide not to launch the procurement procedure without candidates being entitled to claim any compensation. .

¹ This publication is made pursuant to point 3 of Annex 1 to [EU Financial Regulation](#) that provides for ex ante publication on the Institutions' websites of middle value contracts.

Only candidates invited by the contracting authority to take part in the procedure concerned can submit a tender.

Economic operators interested in being invited to participate in this procedure may express their interest by writing to CONTRACTS@easo.europa.eu before **28/01/2022**.²

² The personal data collected in relation to this prior information notice shall be made available on request to the various services of EASO and will be processed in accordance with (EU) 2018/1725 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data, and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002/EC. Any entity having expressed its interest shall have the right of access to his/her personal data and the right to rectify any such data that is inaccurate or incomplete. Should you have any queries concerning the processing of your personal data, they should be addressed to contracts@easo.europa.eu.