

This notice in TED website: <http://ted.europa.eu/udl?uri=TED:NOTICE:431419-2015:TEXT:EN:HTML>

**Germany-Frankfurt-on-Main: ECB - Provision of end user
computing and system operation (EUCSO) managed services
2015/S 238-431419**

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1) Name, addresses and contact point(s)

European Central Bank
Sonnemannstraße 22
For the attention of: Kim Riisgaard
60314 Frankfurt-on-Main
GERMANY
Telephone: +49 6913440
E-mail: procurement@ecb.europa.eu
Fax: +49 6913447110

Internet address(es):

General address of the contracting authority: <http://www.ecb.europa.eu>

Further information can be obtained from: The above mentioned contact point(s)

Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from: The above mentioned contact point(s)

Tenders or requests to participate must be sent to: The above mentioned contact point(s)

I.2) Type of the contracting authority

European institution/agency or international organisation

I.3) Main activity

Economic and financial affairs

I.4) Contract award on behalf of other contracting authorities

The contracting authority is purchasing on behalf of other contracting authorities: no

Section II: Object of the contract

II.1) Description

II.1.1) Title attributed to the contract by the contracting authority:

Provision of end user computing and system operation (EUCSO) managed services.

II.1.2) Type of contract and location of works, place of delivery or of performance

Services

Service category No 5: Telecommunications services

Main site or location of works, place of delivery or of performance: Frankfurt-on-Main.

NUTS code DE712

II.1.3) Information about a public contract, a framework agreement or a dynamic purchasing system (DPS)

The notice involves the establishment of a framework agreement

II.1.4) **Information on framework agreement**

Framework agreement with a single operator

Duration of the framework agreement

Duration in months: 72

Justification for a framework agreement, the duration of which exceeds four years: The initial contract duration of 6 years is deemed necessary taking into consideration a relatively long initial transition period of 1,5–2 years, as well as expected high capital investment costs and switchover costs to be borne by the contractor to implement the contract, which are not reasonable/possible to amortise with a contract duration of only 4 years.

II.1.5) **Short description of the contract or purchase(s)**

The European Central Bank (ECB) is launching this European-wide tender procedure for IT managed services in the area of end user computing and data centre IT infrastructure.

The objective of the contract is to have a managed service provider (MSP) who takes over all activities and responsibilities for the operation, maintenance and support (this includes manufacturer support of all different hardware and software components) of the services and all the components in the following IT areas (building blocks):

1. service desk (first level support);
2. IT support (second level support);
3. end user equipment (hardware);
4. end user computing (software);
5. system operations;
6. data centre IT infrastructure.

The contract includes services to install, operate, upgrade, support and maintain the end user computing and the data centre IT infrastructure as a fully managed service. The managed service will be based on agreed service level agreements. The ECB will purchase the components, software and hardware, that comprise the end user computing (except for the Citrix/VDI services) and the data centre IT infrastructure. All the different hardware and software components shall be located in ECB premises and integrated into the ECB IT environment.

II.1.6) **Common procurement vocabulary (CPV)**

30000000, 30200000, 30210000, 30230000, 48000000, 72000000

II.1.7) **Information about Government Procurement Agreement (GPA)**

The contract is covered by the Government Procurement Agreement (GPA): yes

II.1.8) **Lots**

This contract is divided into lots: no

II.1.9) **Information about variants**

Variants will be accepted: no

II.2) **Quantity or scope of the contract**

II.2.1) **Total quantity or scope:**

The services in the scope of this tender are currently provided by the IT department of the ECB for around 4 900 end users in several buildings located in the city of Frankfurt-on-Main. It also includes the operation of approximately 536 physical servers, 1 564 virtual servers and 88 business and technical services in 2 data centres. Currently the services in the scope of this tender are delivered by a team of 89 FTEs, including management as well as execution of the services.

The contract shall be in effect for an initial period of 72 months from the day of the signature (including a transition phase of approximately 6 months). The contract can be extended for up to 2 additional years, thus leading to a maximum contract duration of 8 years.

II.2.2) Information about options

Options: no

II.2.3) Information about renewals

This contract is subject to renewal: yes

Number of possible renewals: 1

In the case of renewable supplies or service contracts, estimated timeframe for subsequent contracts:
in months: 24 (from the award of the contract)

II.3) Duration of the contract or time limit for completion

Duration in months: 72 (from the award of the contract)

Section III: Legal, economic, financial and technical information

III.1) Conditions relating to the contract

III.1.1) Deposits and guarantees required:

No deposit is required, but where applicable, the successful tenderer (or in the case of a successful consortium bid, each member of the consortium) may be required to provide a parent company guarantee.

III.1.2) Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them:

In accordance with the terms and conditions of the contract.

III.1.3) Legal form to be taken by the group of economic operators to whom the contract is to be awarded:

The establishment of a temporary grouping is allowed under the conditions laid down in the call for applications/ invitation to tender.

III.1.4) Other particular conditions

The performance of the contract is subject to particular conditions: no

III.2) Conditions for participation

III.2.1) Personal situation of economic operators, including requirements relating to enrolment on professional or trade registers

Information and formalities necessary for evaluating if the requirements are met: Please see the details in the tender documentation to be requested from the contact point indicated in Sections I.1 and VI.3.

III.2.2) Economic and financial ability

Information and formalities necessary for evaluating if the requirements are met: Please see the details in the tender documentation to be requested from the contact point indicated in Sections I.1 and VI.3.

Minimum level(s) of standards possibly required: (a) Provide evidence of sufficient professional risk indemnity insurance and/or third party/civil liability insurance to cover damages at least up to the following amounts:
— personal damages up to 1 000 000 EUR per injury, with a minimum total limit per year of 3 000 000 EUR,
— damages to property and financial losses up to 5 000 000 EUR per case of damage or loss, with a minimum total limit per year of 10 000 000 EUR.

(b) Accumulated net turnover for similar services or supplies covered by the contract of 60 000 000 EUR per year for the last 3 financial years.

III.2.3) Technical capacity

Information and formalities necessary for evaluating if the requirements are met:

Please see the details in the tender documentation to be requested from the contact point indicated in Sections I.1 and VI.3.

Minimum level(s) of standards possibly required:

- (a) The applicants shall provide proof that they have a suitably experienced/qualified workforce that enables them to deliver services of a comparable size and complexity that are relevant to the scope of the contract in a timely manner (minimum workforce of at least 500 persons).
- (b) The applicants shall provide proof that they have appropriate policies, processes and methodologies in place for quality assurance, IT security, IT service management and project management such as ISO 20000, ISO 27001 and ISO 9000 or equivalent standards.
- (c) The applicants shall confirm their operational capacity to provide support remotely and on site at ECB premises (24/7), through a single point of contact (helpdesk), in the English language, and applying a multi-tiered escalation process.
- (d) At least 5 similar contracts performed during the last 3 financial years, which are comparable in terms of scope, size and complexity with the contract tendered by the ECB.
- (e) The applicants shall hold an official partner status with the manufacturers of the following hardware and software components (HP, Cisco, Lenovo, FlexPod, Oracle, Citrix, VMware) required to maintain the existing technologies and to deliver the requested services.

III.2.4) **Information about reserved contracts**

III.3) **Conditions specific to services contracts**

III.3.1) **Information about a particular profession**

Execution of the service is reserved to a particular profession: no

III.3.2) **Staff responsible for the execution of the service**

Legal persons should indicate the names and professional qualifications of the staff responsible for the execution of the service: no

Section IV: Procedure

IV.1) **Type of procedure**

IV.1.1) **Type of procedure**

Negotiated

Some candidates have already been selected (if appropriate under certain types of negotiated procedures)
no

IV.1.2) **Limitations on the number of operators who will be invited to tender or to participate**

Envisaged number of operators: 5

IV.1.3) **Reduction of the number of operators during the negotiation or dialogue**

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated yes

IV.2) **Award criteria**

IV.2.1) **Award criteria**

The most economically advantageous tender in terms of the criteria stated below

1. Price. Weighting 50
2. Quality. Weighting 50

IV.2.2) **Information about electronic auction**

An electronic auction will be used: no

IV.3) **Administrative information**

- IV.3.1) **File reference number attributed by the contracting authority:**
PRO-001303.
- IV.3.2) **Previous publication(s) concerning the same contract**
no
- IV.3.3) **Conditions for obtaining specifications and additional documents or descriptive document**
Payable documents: no
- IV.3.4) **Time limit for receipt of tenders or requests to participate**
18.1.2016 - 18:00
- IV.3.5) **Date of dispatch of invitations to tender or to participate to selected candidates**
- IV.3.6) **Language(s) in which tenders or requests to participate may be drawn up**
English.
- IV.3.7) **Minimum time frame during which the tenderer must maintain the tender**
- IV.3.8) **Conditions for opening of tenders**

Section VI: Complementary information

- VI.1) **Information about recurrence**
This is a recurrent procurement: yes
Estimated timing for further notices to be published: 6–8 years.
- VI.2) **Information about European Union funds**
The contract is related to a project and/or programme financed by European Union funds: no
- VI.3) **Additional information**
The documentation for this procurement procedure can be downloaded from an Internet platform. If you are interested in participating, please register via the Internet platform using the following Internet address: <https://www.ecb.europa.eu/secure/procurement/login.html>
User ID: 001303/IS/INO/2015
Password: 4F0730
After you have registered, an e-mail will be sent to you with a new user name and password. The Internet address will remain the same. Please use the new user name and password to download the application/tender documentation.
However, your mere registration and downloading the documentation does not constitute an application/tender. You must submit your application/tender in hard copy version to the ECB, on time, in the format requested and including the content as further instructed in the application/tender documentation.
Should you experience any problems in accessing the Internet platform for registration and/or downloading the application/tender documentation please do not hesitate to contact the ECB at the following e-mail address: procurement@ecb.europa.eu quoting the procurement number and problem experienced.
The ECB shall endeavour to answer all queries concerning access as quickly as possible but cannot guarantee a minimum response time. The ECB shall not be bound to reply to queries received less than 7 calendar days before the time limit for the submission of tenders.
The tender procedure shall be open on equal terms to all natural or legal persons resident or located in the European Union and to all natural and legal persons resident or located in a country which has ratified the World Trade Organisation Agreement on Government Procurement or has concluded with the European Union a bilateral agreement on procurement under the conditions laid down in the said agreements.

The tender procedure is conducted in accordance with the Decision of the European Central Bank of 3.7.2007 laying down the Rules on Procurement (ECB/2007/5) (as amended), available on the ECB website at <http://www.ecb.europa.eu> (please look for the link 'for suppliers').

During the tender procedure tenderers shall not contact any other ECB staff members or organisations/ persons working for the ECB with regard to this tender procedure other than the person indicated in Section I.1. Tenderers shall also not contact potential competitors unless they intend to form a temporary grouping with them or to involve them as subcontractors. Any violation of this communication rule may lead to the exclusion of the tenderer in question.

VI.4) **Procedures for appeal**

VI.4.1) **Body responsible for appeal procedures**

Procurement Review Body of the ECB, c/o Legal Advice Team
Sonnemannstraße 22
60314 Frankfurt-on-Main
GERMANY
E-mail: legaladviceteam@ecb.europa.eu
Telephone: +49 6913446886

Body responsible for mediation procedures

European Ombudsman
1 avenue du Président Robert Schuman
67001 Strasbourg
FRANCE

VI.4.2) **Lodging of appeals**

Precise information on deadline(s) for lodging appeals: 15 days from the receipt of the information specified in Article 28(3) of the Decision of the European Central Bank of 3.7.2007 laying down the Rules on Procurement (ECB/2007/5) or, if no information is requested, 15 days from the receipt of the notification to unsuccessful tenderers. Further requirements are outlined in Article 33 of this Decision. A complaint to the European Ombudsman does not affect the deadline for lodging appeals.

VI.4.3) **Service from which information about the lodging of appeals may be obtained**

VI.5) **Date of dispatch of this notice:**

27.11.2015