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**D-Frankfurt-on-Main: ECB - 11618/IS/OPS/2009 — provision of personnel placement and supply services relating to IT operational and support activities
2012/S 13-019534**

Contract award notice

Services

Directive 2004/18/EC

Section I: Contracting authority

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

European Central Bank
Kaiserstraße 29
60311 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>

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

11618/IS/OPS/2009 — provision of personnel placement and supply services relating to IT operational and support activities.

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

Services
Service category No 7: Computer and related services
NUTS code DE712

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

The notice involves the establishment of a framework agreement

II.1.4) Short description of the contract or purchase(s)

Contract for the provision of personnel placement and supply services relating to IT operational and support activities within the Directorate-General Information Systems.

This tender was divided into 2 lots, organised as follows:

Lot 1 — operations and support for IT systems and applications:

This lot covers mainly the provision of staff who will conduct systems and applications operations and support relating to IT services, systems and infrastructure components. The selected staff shall carry out tasks such as but not limited to:

- day-to-day IT service desk and data centre operations tasks including call handling, recording/tracking/attempt resolving/escalating incidents and problems,
- day-to-day IT systems engineering support, maintenance and integration,
- day-to-day IT data and storage engineering support, maintenance and integration tasks day-to-day, IT service management processes practices.

For further description of the services requested for lot 1, see 'Information about lots'.

Lot 2 — operations and support for IT communications, security and architecture:

This lot covers mainly the provision of staff who will conduct the IT communications operations and support relating to IT services, systems and infrastructure components in the areas of data centre and data and storage as well as the in the operational security and architecture. The selected staff shall carry out tasks such as but not limited to:

- day-to-day data centre operations tasks including resolving/escalating incidents and problems,
- day-to-day IT communications engineering support, maintenance and integration tasks,
- day-to-day tasks related to information security management and architecture operations, support, maintenance and integration tasks associated with IT services, systems and infrastructure components.

II.1.5) **Common procurement vocabulary (CPV)**

72200000, 79610000, 72222300, 72253000, 72253100, 72253200, 72254000, 72254100, 72251000, 72315000, 72317000, 72318000

II.1.6) **Information about Government Procurement Agreement (GPA)**

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

II.2) **Total final value of contract(s)**

II.2.1) **Total final value of contract(s)**

Value: 40 000 000 EUR
Excluding VAT

Section IV: Procedure

IV.1) **Type of procedure**

IV.1.1) **Type of procedure**

Negotiated with a call for competition

IV.2) **Award criteria**

IV.2.1) **Award criteria**

The most economically advantageous tender in terms of

1. Price. Weighting 40
2. Quality of the provision of services. Weighting 40
3. Approach towards initial implementation of framework (i.e. changeover procedures). Weighting 10
4. Compliance with contractual terms and conditions: degree of acceptance of the ECB's draft contract/risks resulting from changes proposed to the ECB's draft contract. Weighting 10

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

An electronic auction has been used: no

IV.3) **Administrative information**

IV.3.1) **File reference number attributed by the contracting authority**

11618/IS/OPS/2009.

IV.3.2) **Previous publication(s) concerning the same contract**

Contract notice

Notice number in the OJEU: [2010/S 139-212894](#) of 21.7.2010

Other previous publications

Notice number in the OJEU: [2010/S 159-244754](#) of 18.8.2010

Section V: Award of contract

Contract No: 11618/IS/OPS/2009

Lot No: 1 - Lot title: Lot 1: Operations and support for IT systems and applications

V.1) **Date of contract award decision:**

10.10.2011

V.2) **Information about offers**

Number of offers received: 3

Number of offers received by electronic means: 0

V.3) **Name and address of economic operator in favour of whom the contract award decision has been taken**

Serco Services GmbH

Robert-Bosch-Straße 7

64293 Darmstadt

GERMANY

V.4) **Information on value of contract**

V.5) **Information about subcontracting**

The contract is likely to be sub-contracted: no

Contract No: 11618/IS/OPS/2009

Lot No: 1 - Lot title: Lot 1: Operations and support for IT systems and applications

V.1) **Date of contract award decision:**

10.10.2011

V.2) **Information about offers**

Number of offers received: 3

Number of offers received by electronic means: 0

V.3) **Name and address of economic operator in favour of whom the contract award decision has been taken**

IBM Deutschland GmbH

IBM Allee 1

71139 Ehningen

GERMANY

V.4) **Information on value of contract**

V.5) **Information about subcontracting**

The contract is likely to be sub-contracted: no

Contract No: 11618/IS/OPS/2009

Lot No: 2 - Lot title: Lot 2: Operations and support for IT communications, security and architecture

V.1) **Date of contract award decision:**

10.10.2011

V.2) **Information about offers**

Number of offers received: 4

Number of offers received by electronic means: 0

V.3) **Name and address of economic operator in favour of whom the contract award decision has been taken**

Siemens Enterprise Communications GmbH & Co. KG
Lyoner Str. 27
60528 Frankfurt-on-Main
GERMANY

V.4) **Information on value of contract**

V.5) **Information about subcontracting**

The contract is likely to be sub-contracted: no

Contract No: 11618/IS/OPS/2009

Lot No: 2 - Lot title: Lot 2: Operations and support for IT communications, security and architecture

V.1) **Date of contract award decision:**

10.10.2011

V.2) **Information about offers**

Number of offers received: 4

Number of offers received by electronic means: 0

V.3) **Name and address of economic operator in favour of whom the contract award decision has been taken**

Controlware GmbH Kommunikationssysteme
Waldstr. 92
63128 Dietzenbach
GERMANY

V.4) **Information on value of contract**

V.5) **Information about subcontracting**

The contract is likely to be sub-contracted: no

Contract No: 11618/IS/OPS/2009

Lot No: 2 - Lot title: Lot 2: Operations and support for IT communications, security and architecture

V.1) **Date of contract award decision:**

10.10.2011

V.2) **Information about offers**

Number of offers received: 4

Number of offers received by electronic means: 0

V.3) **Name and address of economic operator in favour of whom the contract award decision has been taken**

IBM Deutschland GmbH
IBM Allee 1
71139 Ehningen
GERMANY

V.4) **Information on value of contract**

V.5) **Information about subcontracting**

The contract is likely to be sub-contracted: no

Section VI: Complementary information

VI.1) **Information about European Union funds**

VI.2) **Additional information:**

The ECB will award up the specific agreements per lot to the frameworks contractors according to a ranking system, as follows:

Ranking for lot 1:

1. Serco Services GmbH;
2. IBM Deutschland GmbH.

Ranking for lot 2:

1. Siemens Enterprise Communications GmbH & Co. KG;
2. Controlware Kommunikationssysteme GmbH;
3. IBM Deutschland GmbH.

VI.3) **Procedures for appeal**

VI.3.1) **Body responsible for appeal procedures**

VI.3.2) **Lodging of appeals**

VI.3.3) **Service from which information about the lodging of appeals may be obtained**

VI.4) **Date of dispatch of this notice:**

10.1.2012