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**Germany-Frankfurt-on-Main: ECB - Provision of End User
Computing and System Operation (EUCSO) Managed Services
2018/S 024-050088**

Contract award notice

Results of the procurement procedure

Services

Directive 2014/24/EU

Section I: Contracting authority

- I.1) **Name and addresses**
European Central Bank
Sonnemannstrasse 22
Frankfurt-on-Main
60314
Germany
Contact person: Kim Riisgaard
Telephone: +49 69/13440
E-mail: procurement@ecb.europa.eu
Fax: +49 69/13447110
NUTS code: DE712
Internet address(es):
Main address: <http://www.ecb.europa.eu>
- I.2) **Joint procurement**
- I.4) **Type of the contracting authority**
European institution/agency or international organisation
- I.5) **Main activity**
Economic and financial affairs

Section II: Object

- II.1) **Scope of the procurement**
- II.1.1) **Title:**
Provision of End User Computing and System Operation (EUCSO) Managed Services
Reference number: PRO-001303
- II.1.2) **Main CPV code**
30000000
- II.1.3) **Type of contract**
Services
- II.1.4) **Short description:**
The European Central Bank (ECB) launched 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 its 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.

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: 146 201 095.00 EUR

II.2) Description

II.2.1) Title:

II.2.2) Additional CPV code(s)

30200000
30210000
30230000
48000000
72000000

II.2.3) Place of performance

NUTS code: DE712

Main site or place of performance:
Frankfurt-on-Main.

II.2.4) Description of the procurement:

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 center 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. The services in the scope of this contract are currently provided by the IT department of the ECB for around 4900 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. 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.2.5) **Award criteria**

Quality criterion - Name: Quality / Weighting: 50
Price - Weighting: 50

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**

Competitive procedure with negotiation

IV.1.3) **Information about a framework agreement or a dynamic purchasing system**

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: yes

IV.2) **Administrative information**

IV.2.1) **Previous publication concerning this procedure**

Notice number in the OJ S: [2015/S 238-431419](#)

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

Title:

Provision of End User Computing and System Operation (EUCSO) Managed Services

A contract/lot is awarded: yes

V.2) **Award of contract**

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

13/12/2017

V.2.2) **Information about tenders**

Number of tenders received: 4

Number of tenders received from tenderers from other EU Member States: 2

The contract has been awarded to a group of economic operators: yes

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

Unisys Belgium Societe Anonyme

Telecomlaan 9

Diegem

1813

Belgium

NUTS code: BE242

The contractor is an SME: no

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

Unisys Ltd
W4 5HR
London
United Kingdom
NUTS code: UKI72

The contractor is an SME: no

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

Unisys Deutschland GmbH
Hattersheim am Main
65795
Germany
NUTS code: DE712

The contractor is an SME: no

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

Unisys Consulting
Diegem
Belgium
NUTS code: BE242

The contractor is an SME: no

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

Total value of the contract/lot: 146 201 095.00 EUR

V.2.5) **Information about subcontracting**

Section VI: Complementary information

VI.3) **Additional information:**

The total contract value indicated in the Section V.2.4 of this Contract Award Notice is an indicative non-binding spending estimate for the entire duration of the contract (6+2 years) and used for evaluation purposes at the time of contract award. The actual value of the contract may differ and will be determined by actual business needs.

VI.4) **Procedures for review**

VI.4.1) **Review body**

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

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

The European Ombudsman
1 avenue du President Robert Schuman
Strasbourg

67001
France

VI.4.3) **Review procedure**

Precise information on deadline(s) for review procedures:

15 days from the receipt of the information specified in Article 28(3) of 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.4.4) **Service from which information about the review procedure may be obtained**

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

23/01/2018