

**Germany – IT services: consulting, software development, Internet and support – Provision of End-user Computing and Data Centre IT Infrastructure Managed Services****OJ S 21/2024 30/01/2024****Contract or concession notice – standard regime****Services - Supplies**

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**1. Buyer****1.1. Buyer**

Official name: European Central Bank

Legal type of the buyer: EU institution, body or agency

Activity of the contracting authority: Economic affairs

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**2. Procedure****2.1. Procedure**

Title: Provision of End-user Computing and Data Centre IT Infrastructure Managed Services

Description: The European Central Bank (ECB) is launching this public negotiated procurement procedure for IT Managed Services in the area of End-User Computing and Data Centre IT Infrastructure.

Procedure identifier: e9d9d2f9-3c30-417a-9a30-cc8df43175f2

Internal identifier: PRO-007681

Type of procedure: Negotiated with prior publication of a call for competition / competitive with negotiation

**2.1.1. Purpose**

Main nature of the contract: Services

Additional nature of the contract: Supplies

Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support

Additional classification (cpv): 72253000 Helpdesk and support services, 72253100 Helpdesk services, 72222300 Information technology services, 72224000 Project management consultancy services, 72253200 Systems support services, 72260000 Software-related services, 72400000 Internet services, 72590000 Computer-related professional services, 72610000 Computer support services, 72611000 Technical computer support services, 72700000 Computer network services, 72514100 Facilities management services involving computer operation, 64214200 Telephone switchboard services, 79993100 Facilities management services, 75112000 Administrative services for business operations, 30200000 Computer equipment and supplies, 30210000 Data-processing machines (hardware), 30230000 Computer-related equipment, 48000000 Software package and information systems , 30000000 Office and computing machinery, equipment and supplies except furniture and software packages

**2.1.2. Place of performance**

Postal address: European Central Bank Sonnemannstrasse 22

Town: Frankfurt am Main

Postcode: 60314

Country subdivision (NUTS): Frankfurt am Main, Kreisfreie Stadt (DE712)

Country: Germany

### 2.1.3. Value

Estimated value excluding VAT: 215 000 000,00 EUR

Maximum value of the framework agreement: 410 000 000,00 EUR

### 2.1.4. General information

This cancelled or unsuccessful procedure or lot will be relaunched

Additional information: This tender procedure is conducted via the ECB's electronic tendering system (e-tendering) which can be accessed via the following internet address: <http://www.ecb.europa.eu/ecb/jobsproc/sourcing/html/index.en.html> If you have not used the ECB's electronic tendering system before, you need to register via the above link (click on 'Register').

Subsequently to the registration, you will receive an automated notification with your user credentials to log in (click on 'Login') and to access the tender documentation. Please note that: — A registration to the above system is only required once and you can reuse your user credentials in all future procedures of the ECB which are conducted via the above system.

Therefore, please keep your user credentials for the future; — In case you should have participated in previous ECB tender procedure(s) in the past which were conducted via the ECB's prior online system, you nevertheless need to register once to the ECB's electronic tendering system under the above address; — Your mere registration does not constitute an application/tender. You must submit your application/tender via the ECB's electronic tendering system as further instructed in the application/tender documentation. The system reference number for the above procurement is: RFX-PT-2023-000085: PRO-007681-R1-EUCSO. To download the tender documents, log on to the ECB's electronic tendering system with your login and password. Expand the field 'Public Tenders – Upcoming Events'. Click on 'Click to request an invitation to this event' for the above procedure and close the new window which opens. Once the request is completed (this can take a few minutes), the status of the participation request will change to 'Invited' and the RFX documentation will be accessible via the RFX tab. Under the above link you also find user guides for detailed information on how to use the system and contact details for technical support. Should you require technical help when using the system, please contact the ECB's technical support team at [sourcing.support@ecb.europa.eu](mailto:sourcing.support@ecb.europa.eu) by quoting the reference number and the problem experienced. Any other queries relating to this procurement procedure and the content of the procurement documentation shall be submitted as message via the ECB's e-tendering system (under the tab 'Discussion'). The ECB endeavours to answer all queries as quickly as possible but cannot guarantee a minimum time response. The ECB shall not be bound to reply to queries received less than seven calendar days before the time-limit for the submission of tenders.

Legal basis:

Directive 2014/24/EU

Decision (EU) 2016/245 of the European Central Bank of 9 February 2016 laying down the rules on procurement -

### 2.1.6. Grounds for exclusion:

Agreements with other economic operators aimed at distorting competition

Analogous situation like bankruptcy under national law

Arrangement with creditors

Assets being administered by liquidator

Bankruptcy

Breaching of obligations in the fields of environmental law

Breaching of obligations in the fields of labour law

Breaching of obligations in the fields of social law

Business activities are suspended

Child labour and other forms of trafficking in human beings  
Conflict of interest due to its participation in the procurement procedure  
Corruption  
Direct or indirect involvement in the preparation of this procurement procedure  
Early termination, damages or other comparable sanctions  
Fraud  
Guilty of grave professional misconduct  
Guilty of misrepresentation, withheld information, unable to provide required documents and obtained confidential information of this procedure  
Insolvency  
Money laundering or terrorist financing  
Participation in a criminal organisation  
Payment of social security contributions  
Payment of taxes  
Terrorist offences or offences linked to terrorist activities

## 5. Lot

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### 5.1. Lot: LOT-0001

Title: Provision of End-user Computing and Data Centre IT Infrastructure Managed Services  
Description: The ECB is launching this public negotiated procurement procedure to transfer its IT Infrastructure Services to a Managed Service Provider (MSP) as the future Contractor who takes over the activities and responsibilities for the operation, maintenance and support of the Services in scope from the current MSP contract including support of migration into ECB's cloud-based DevOps service structure and Digitization model. The Services in scope (Service Towers) are clustered according to the following main service structure: 1. Service Desk – mainly 1st Level support, Incident & Service Request Management, Self Service functionality, Customer Satisfaction Surveys, Knowledge Management and Virtual agent (AI); 2. Data Centre on-prem Services – mainly Server-, Storage-, Database Management, end-to-end integrating with application (product) and business teams for all IT services; 3. Digital Workplace – mainly Desktop & Laptop Services, Mobile Device Services, Workplace Software Services, Remote Access & VDI Services, Collaboration Services; 4. Network Services – mainly WAN, MAN, Internet / Public Cloud Network Operations, Network Security Services like firewalls, load balancers, proxies, LAN/WLAN & Client for remote access Services; 5. Rate Card Services – mainly optional project activities in the above-mentioned Service areas; 6. Cross-functional Services – mainly Service Management processes and work models associated with ITIL and DevOps Framework, Security/SASE Services, Business Continuity Management. The Services delivered by the future Managed Service Provider (MSP) shall seamlessly integrate into the ECB's existing service and process structure.  
Internal identifier: PRO-007681

#### 5.1.1. Purpose

Main nature of the contract: Services

Additional nature of the contract: Supplies

Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support

#### 5.1.3. Estimated duration

Duration: 60 Month

#### 5.1.6. General information

This is a recurrent procurement

Description: Estimated timing for further notices to be published: 5–8 years.

Reserved participation: Participation is not reserved.

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA)

Additional information: The ECB intends to conclude a single framework agreement for an initial duration of 60 months, including a transition phase of approximately 4 months. The ECB reserves the right to extend the contract, one or several times, up to 36 months, for a maximum contract duration of 96 months in total.

#### **5.1.9. Selection criteria**

Criterion:

Type: Other

Name: Professional, financial, and technical capacity criteria

Description: As specified in the procurement documents

Use of this criterion: Used

The criteria will be used to select the candidates to be invited for the second stage of the procedure

Information about the second stage of a two-stage procedure:

Minimum number of candidates to be invited for the second stage of the procedure: 3

Maximum number of candidates to be invited for the second stage of the procedure: 8

The procedure will take place in successive stages. At each stage, some participants may be eliminated

The buyer reserves the right to award the contract on the basis of the initial tenders without any further negotiations

#### **5.1.10. Award criteria**

Criterion:

Type: Price

Description: Evaluation of the financial offer based on the methodology specified in the procurement documents

Weight (percentage, exact): 40

Criterion:

Type: Quality

Description: Evaluation of the financial offer based on the methodology specified in the procurement documents

Weight (percentage, exact): 60

#### **5.1.11. Procurement documents**

Deadline for requesting additional information: 26/02/2024 12:00:00 (UTC+1)

Address of the procurement documents: <https://www.ecb.europa.eu/ecb/jobsproc/sourcing/html/index.en.html>

Ad hoc communication channel:

Name: ECB electronic tendering platform

URL: <https://www.ecb.europa.eu/ecb/jobsproc/sourcing/html/index.en.html>

#### **5.1.12. Terms of procurement**

Terms of submission:

Electronic submission: Required

Address for submission: <https://www.ecb.europa.eu/ecb/jobsproc/sourcing/html/index.en.html>

Languages in which tenders or requests to participate may be submitted: English

Electronic catalogue: Not allowed

Variants: Not allowed

Deadline for receipt of requests to participate: 14/03/2024 12:00:00 (UTC+1)

Terms of contract:

Electronic invoicing: Required

Electronic ordering will be used

Electronic payment will be used

Information about review deadlines: Aggrieved candidates or tenderers may challenge in writing the ECB's decision to reject their application or tender before the ECB's Procurement Review Body (PRB). The appeal before the PRB must be lodged within 10 days of receipt of the notification in accordance with Article 34(1) or the first sentence of Article 34(3) of Decision ECB/2016/2 laying down the rules on procurement, as amended. Further requirements are outlined in Article 39 of this Decision. A complaint to the European Ombudsman does not affect the deadline for lodging appeals. Decisions of the PRB may be challenged before the Court of Justice of the European Union.

#### **5.1.15. Techniques**

Framework agreement: Framework agreement, without reopening of competition

Maximum number of participants: 1

Justification for the duration of the framework agreement: The initial contract duration of 60 months is deemed necessary given the complexity of the contract and the utmost criticality of the contract for the ECB's IT infrastructure. Furthermore, the ECB is taking into consideration an initial transition period of 4 months, 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 standard contract duration of only 48 months.

Information about the dynamic purchasing system: No dynamic purchase system

#### **5.1.16. Further information, mediation and review**

Mediation organisation: The European Ombudsman

Review organisation: General Court of the European Union

Organisation providing more information on the review procedures: European Central Bank

## **8. Organisations**

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### **8.1. ORG-0001**

Official name: European Central Bank

Registration number: 0001

Postal address: Sonnemannstrasse 22

Town: Frankfurt am Main

Postcode: 60314

Country subdivision (NUTS): Frankfurt am Main, Kreisfreie Stadt (DE712)

Country: Germany

Contact point: Central Procurement Office

Email: [procurement@ecb.europa.eu](mailto:procurement@ecb.europa.eu)

Telephone: +49 69 1344 0

Internet address: <https://www.ecb.europa.eu/home/html/index.en.html>

Information exchange endpoint (URL): <https://www.ecb.europa.eu/ecb/jobsproc/sourcing/html/index.en.html>

Buyer profile: <https://www.ecb.europa.eu/ecb/jobsproc/tenders/html/index.en.html>

Other contact points:

Official name: European Central Bank

Department: Procurement Review Body of the European Central Bank

Postal address: Sonnemannstrasse 22

Town: Frankfurt am Main

Postcode: 60314

Country subdivision (NUTS): Frankfurt am Main, Kreisfreie Stadt (DE712)

Country: Germany

Contact point: Legal Advice Team

Email: [LegalServices@ecb.europa.eu](mailto:LegalServices@ecb.europa.eu)

Telephone: +49 69 13440

Internet address: [www.ecb.europa.eu](http://www.ecb.europa.eu)

**Roles of this organisation:**

Buyer

Organisation providing more information on the review procedures

**8.1. ORG-0003**

Official name: The European Ombudsman

Registration number: 0003

Postal address: 1 avenue du Président Robert Schuman, CS 30403

Town: Strasbourg

Postcode: 67001

Country subdivision (NUTS): Bas-Rhin (FRF11)

Country: France

Email: [eo@ombudsman.europa.eu](mailto:eo@ombudsman.europa.eu)

Telephone: +33 3 88 17 23 13

**Roles of this organisation:**

Mediation organisation

**8.1. ORG-0004**

Official name: General Court of the European Union

Registration number: 0002

Postal address: Rue du Fort Niedergrünewald

Town: Luxembourg

Postcode: L-2925

Country subdivision (NUTS): Luxembourg (LU000)

Country: Luxembourg

Contact point: Registry of the General Court

Email: [generalcourt.registry@curia.europa.eu](mailto:generalcourt.registry@curia.europa.eu)

Telephone: +352 43031

Fax: +352 4302100

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

**Roles of this organisation:**

Review organisation

11. Notice information

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**11.1. Notice information**

Notice identifier/version: 2aaea1a7-f487-4026-aab1-cbf9356119a1 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice dispatch date: 29/01/2024 10:41:29 (UTC)

Languages in which this notice is officially available: English

#### **11.2. Publication information**

Notice publication number: 60740-2024

OJ S issue number: 21/2024

Publication date: 30/01/2024