

ECB - computer and related services (D-Frankfurt-on-Main)

2005/S 244-240305

Contract notice

Services

Is this contract covered by the Government Procurement Agreement (GPA)? Yes.

Section I: Contracting authority

- I.1) **Official name and address of the contracting authority:**
European Central Bank, attn: Mr Alberto Molon, Kaiserstrasse 29, D-60311 Frankfurt-on-Main. Tel. (49-69) 13 44 87 80. Fax (49-69) 13 44 75 03. E-mail: procurement@ecb.int. URL: www.ecb.int.
- I.2) **Address from which further information can be obtained:**
As in I.1.
- I.3) **Address from which documentation may be obtained:**
As in I.1.
- I.4) **Address to which tenders/requests to participate must be sent:**
As in I.1.
- I.5) **Type of contracting authority:**
EU institution.

Section II: Object of the contract

- II.1) **Description**
- II.1.1) **Type of works contract**
- II.1.2) **Type of supplies contract**
- II.1.3) **Type of service contract:**
- II.1.4) **Is it a framework agreement?**
Yes.
- II.1.5) **Title attributed to the contract by the contracting authority:**
Negotiated tender for the provision of services to assist in implementing an ITIL Service Management roadmap.
- II.1.6) **Description/object of the contract:**
The European Central Bank (ECB) wishes to establish a framework contract for the provision of services to assist in the implementation of an ITIL (ITIL is a registered trademark of the OGC - Office of Government Commerce, United Kingdom. ITIL stands for 'IT Infrastructure Library') Service Management roadmap in view of out-tasking the service desk, end-user computing and data-centre functions.
A roadmap has been developed in conjunction with an expert service provider and consists of a plan showing the steps in which the ITIL Service Management processes should be implemented including dependencies

between the processes.

In addition, the contractor should assist the ECB in defining and planning the implementation of out-tasking services to be provided by an external provider for the service desk, end-user computing and data-centre functions.

It should be noticed that the company awarded this framework contract will not be entitled to bid for the tender procedure for out-tasking of the above-mentioned services at a later stage.

II.1.7) Site or location of works, place of delivery or performance:

Place of delivery is Frankfurt am Main, Germany.

NUTS code: DE 712.

II.1.8) Nomenclature

II.1.8.1) Common procurement vocabulary (CPV):

72000000.

II.1.8.2) Other relevant nomenclature (CPA/NACE/CPC)

II.1.9) Division into lots:

No. Tenders may be submitted for one lot, all lots.

II.1.10) Will variants be accepted:

No.

II.2) Quantity or scope of the contract

II.2.1) Total quantity or scope:

The resulting framework contract(s) will provide expert services to assist the Directorate-General Information Systems (DG-IS) to implement an ITIL Service Management framework. A roadmap has been developed in conjunction with an expert service provider and consists of a plan showing the steps in which the ITIL Service Management processes should be implemented including dependencies between the processes.

The elements of the Service Management roadmap are planned to be implemented in incremental stages taking the ECB to CMM (Capability Maturity Model) level 4 over the course of 2 years. Along with the plan for implementing the processes, particular attention in the roadmap has also been given to the technical and ECB's organisation cultural perspectives.

The ITIL Service Management roadmap stages include:

- definition and integration of standardised ITIL processes into the service management tool,
- the creation of an IT Service Catalogue, together with a Service Level Agreement framework,
- implementation of an ITIL training plan.

Out-tasking should be understood as a modified form of outsourcing. The essence of the difference between the two forms is that out-tasking means that the ECB maintains control over the strategy and implementation of the processes and the contractor executes them.

The definition and planning of the implementation of out-tasking services for the service desk, end-user computing and data-centre functions includes stages such as:

- assist in the specification of the (technical) requirements for the tendering process,
- assist in other elements of the tendering process such as but not limited to evaluation methodology and negotiations.

II.2.2) Options. Description and time when they may be exercised

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

Starting 1.3.2006 and ending 29.2.2008.

Section III: Legal, economic, financial and technical information

III.1) **Conditions relating to the contract**

III.1.1) **Deposits and guarantees required:**

As stated in the tendering documents which will be sent to the shortlisted candidates.

III.1.2) **Main terms of financing and payment and/or reference to the relevant provisions:**

As stated in the tendering documents which will be sent to the shortlisted candidates.

III.1.3) **Legal form to be taken by the grouping of suppliers, contractors or service providers to whom the contract is awarded:**

Consortia: admitted.

Grouping of contractors: admitted. In case of award to a group of contractors, the awarding authority may require the formal constitution of a consortium.

Subcontracting: admitted. However the major part of the service provided shall be performed by the applicant.

Subcontractors must comply with the same exclusion/selection criteria as the contractor. The contractor must clearly indicate in their applications which parts of the requested supplies/services will be subcontracted.

III.2) **Conditions for participation:**

Applicants shall draw up their application by filling in an 'ad hoc' questionnaire, which is provided upon request for participation to the contact address mentioned in point I.3 above and whose format and instructions must be strictly observed. Any application which does not observe these provisions may be eliminated.

III.2.1) **Information concerning the personal situation of the contractor, supplier or service provider and information and formalities necessary for the evaluation of the minimum economic, financial and technical capacity required:**

Applicants should note that failure to send sufficient information about the points mentioned below (and requested in the standard questionnaire) may result in their application being rejected.

III.2.1.1) **Legal position — means of proof required:**

Applicants will be excluded from taking part in this contract if:

1. they are bankrupt or being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities, are the subject of proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
2. they have been convicted of an offence concerning their professional conduct by a judgment which has the force of 'res judicata';
3. they have been guilty of grave professional misconduct proven by any means which the contracting authority can justify;
4. they have not fulfilled obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which they are established or with those of the country of the contracting authority;
5. they have been the subject of a judgment which has the force of 'res judicata' for fraud, corruption, involvement in a criminal organisation or any other illegal activity detrimental to the ECB's financial interests;

6. following another procurement procedure or grant award procedure financed by the ECB budget, they have been declared to be in serious breach of contract for failure to comply with their contractual obligations;
 7. they are subject to a conflict of interests. There is a conflict of interests where the applicant and a person who is a player in the implementation of the ECB's budget or an internal auditor share interests (including, for example, family, emotional life, political or national affinity and economic interests) which compromise the impartial and objective exercise of that person's functions;
 8. they commit misrepresentation in supplying the information required by the contracting authority.
- You will be required to declare whether you are in one or more of the situations listed above by providing a self statement signed by the person(s) empowered to represent the applicant party and sign the contract if your offer is successful.

Please note that the applicants that will be invited to tender may be requested to provide the documents listed hereafter (a–c) to prove full compliance with the requirements listed in this section in points 1 to 8.

- a) In relation to points 1, 2 and 5 above, relevant extract(s) from the judicial record or, failing that, equivalent documentation issued by a judicial or administrative authority in the country where you are established or an 'affidavit' stating the legal position of your company for the requested elements in each point. The extract(s) or equivalent documentation must be dated less than 4 months before the final date for submission of offers. Depending on the national legislation of the country in which you are established, these documents must relate to entities with legal personality and/or natural persons; in the latter case, they must relate to the person(s) empowered to represent the applicant party and sign the contract if your offer is successful.
- b) In relation to points 3, 6, 7 and 8 above, an 'affidavit' stating that you have not been guilty of grave professional misconduct, and you have not been declared to be in serious breach of a contract for failure to comply with your contractual obligations, and you are not subject to a conflict of interest and that you are supplying all the information required for the call for tenders in good faith and without misrepresentation. This document should be signed by the person(s) empowered to represent the applicant party and sign the contract if your offer is successful.
- c) In relation to point 4 above, recent certificates issued by the competent social security and tax authorities of the country where you are established. Where no such certificate is issued in that country, this can be replaced by a sworn or solemn statement made before a judicial or administrative authority, a notary or a qualified professional body in that country. The certificates or the statement provided must be dated less than 4 months before the final date for submission of offers.

III.2.1.2) **Economic and financial capacity — means of proof required:**

Applicants will be assessed on their economic and financial capacity to perform the contract and will be asked to present the following documentation:

1. evidence of professional risk indemnity insurance;
2. bank certificate stating the company's financial situation;
3. balance sheets or extracts from balance sheets for at least the last 2 years for which accounts have been closed, or equivalent documentation (e.g. where company law in the country in which you are established does not require you to publish your balance sheet);
4. a statement of overall turnover and turnover concerning the services to be covered by the contract during the last 3 financial years;
5. when intending to rely on the capacities of a parent company, a written undertaking on the part of the parent company confirming that they will place the resources necessary for performance of the contract at his disposal.

III.2.1.3) Technical capacity — means of proof required:

Applicants will be assessed on their delivery and professional capacity as well as their experience to perform services of similar nature and will be asked to present the following documentation:

1. references of similar consultancy services provided for public or private organisations over the past 3 years. This list should include contract reference, the period of execution, customer name and contact person within the customer organisations (name, position, role in the contract, telephone and e-mail address), value of the contract and the description of the contract;
2. summary of the specific relevance of the aforementioned references to this contract (maximum 2 pages).
3. description of the company organisation responsible for the delivery of the services requested, detailing departments and allocated number of staff in managerial and non-managerial positions.
4. If the applicant's employment contracts provide for sanctions on its personnel in case of unauthorised disclosure of information by its personnel, or in case of malicious damage by its personnel, please provide full contractual clause.
5. Three (3) CVs for each profile (as provided in the questionnaire) stating qualifications and professional experience – each CV should bear a number only instead of a name and a list should be included showing the correspondence between these numbers and actual names; the staff proposed for this contract must be employees of the company or its subcontractors and must be fluent in English.

The applicants will be selected to participate in the current procedure on the basis of the following selection criteria (these criteria are not in any particular order):

- economic and financial capacity to perform the contract,
- experience and expertise in providing consultancy services of similar nature for the specific services requested,
- staff and profiles with relevant capability to provide the services.

III.3) Conditions specific to services contracts

III.3.1) Is provision of the service reserved to a specific profession?

No.

III.3.2) Will legal entities be required to state the names and professional qualifications of the personnel responsible for execution of the contract?

Yes.

Section IV: Procedure

IV.1) Type of procedure:

Accelerated negotiated.

IV.1.1) Have candidates already been selected?

No.

IV.1.2) Justification for the choice of accelerated procedure

IV.1.3) Previous publication concerning the same contract

IV.1.3.1) Prior information notice concerning the same contract

IV.1.3.2) Other previous publications

IV.1.4) Envisaged number of suppliers which will be invited to tender:

Minimum: 3; maximum: 6.

- IV.2) **Award criteria:**
The most economically advantageous tender in terms of criteria as stated in contract documents.
- IV.3) **Administrative information**
- IV.3.1) **Reference number attributed to the file by the contracting authority**
- IV.3.2) **Conditions for obtaining contract document and additional documents**
- IV.3.3) **Time-limit for receipt of tenders or requests to participate:**
11.1.2006.
- IV.3.4) **Dispatch of invitations to tender to selected candidates**
28.1.2006.
- IV.3.5) **Language or languages in which tenders or requests to participate can be drawn up:**
English.
- IV.3.6) **Minimum time-frame during which the tenderer must maintain its tender:**
9 months from the deadline stated for receipt of tenders .
- IV.3.7) **Conditions for opening tenders**
- IV.3.7.1) **Persons authorised to be present at the opening of tenders**
Authorised staff from the ECB only.
- IV.3.7.2) **Date, time and place**
12.1.2006.
Place: At ECB premises.

Section VI: Other information

- VI.1) **Is this notice a non-mandatory one?**
No.
- VI.2) **If applicable, indicate whether this procurement is a recurrent one and the estimated timing for further notices to be published**
- VI.3) **Does the contract relate to a project/programme financed by EU funds?**
No.
- VI.4) **Additional information:**
- VI.5) **Date of dispatch of this notice:**
15.12.2005.