

559328-2026 - Konkurrencevilkår

Frankrig – It-tjenester: rådgivning, programmeludvikling, internet og support – PROVISION OF APPLICATION MANAGEMENT SERVICES (AMS/TMA) FOR SAP S/4HANA PUBLIC CLOUD AND SAP ANALYTICS CLOUD

OJ S 154/2026 12/08/2026

Udbuds- eller koncessionsbekendtgørelse – standardordningen

Tjenesteydelser

1. Køber

1.1. Køber

Officielt navn: Banque de Développement Conseil Europe

E-mail: laurence.gendre@coebank.org

Køberens retlige status: International organisation

Den ordregivende myndigheds aktivitet: Økonomiske anliggender

2. Procedure

2.1. Procedure

Titel: PROVISION OF APPLICATION MANAGEMENT SERVICES (AMS/TMA) FOR SAP S /4HANA PUBLIC CLOUD AND SAP ANALYTICS CLOUD

Beskrivelse: The CEB is issuing a Public Call for Tenders for the services of a qualified and experienced service provider for the Application Management Services / Tierce Maintenance Applicative (AMS/TMA) of its ERP system SAP PUBLIC CLOUD 3-SL. The aim of this call for tenders is to identify a partner capable of understanding the CEB's specific needs and providing tailored solutions that meet its strategic objectives. The CEB is looking for a service provider that will bring technical expertise and be committed to achieving the highest standards of quality in the technical and functional aspects of S4/HANA maintenance services.

Identifikator for proceduren: 27d7dcfb-de58-429d-bfdc-cf7951bd6cc6

Udbudsprocedure: Offentligt udbud

Proceduren er en hasteprocedure: nej

2.1.1. Formål

Kontraktens hovedformål: Tjenesteydelser

Primær klassifikation (cpv): 72000000 It-tjenester: rådgivning, programmeludvikling, internet og support

2.1.2. Udførelsessted

Postadresse: 55 avenue Kléber

By: PARIS

Postnummer: FR-75116

Landsdel (NUTS): Paris (FR101)

Land: Frankrig

2.1.4. Generelle oplysninger

Retsgrundlag:

Direktiv 2014/24/EU

2.1.6. Udelukkelsesgrunde

5. Delkontrakt

5.1. Delkontrakt: LOT-0001

Titel: PROVISION OF APPLICATION MANAGEMENT SERVICES (AMS/TMA) FOR SAP S/4HANA PUBLIC CLOUD AND SAP ANALYTICS CLOUD

Beskrivelse: The CEB's SAP S/4HANA solution and associated components are already in production and support day-to-day business operations. The purpose of these Terms of Reference is to procure Application Management Services / Tierce Maintenance Applicative (AMS/TMA) for the RUN phase, covering the operation and maintenance of the in-scope applications, interfaces and environments. The services include: - incident, service request and problem management, integration issues; - corrective maintenance; - enhancements within agreed thresholds; and - where requested, the delivery of evolutions/mini projects (major enhancements and releases) through an agreed change process. The Contractor shall ensure service continuity, restore service within the agreed service levels, and provide the necessary governance, reporting and transition/reversibility activities to support a controlled and sustainable RUN operations. The CEB's objectives are as follows: - To obtain services that meet identified needs. - To have processes and methods put in place that meet the CEB's requirements in terms of service levels, responsiveness, confidentiality and safety throughout the site. These requirements include compliance with a quality control process implemented by the Contractor. - To be supported in developing a corporate social responsibility (CSR) approach: the Contractor is expected to follow, for the duration of the Contract, procedures that are in line with the CEB's social, societal and environmental expectations. - To be offered innovative solutions not only for the management, traceability and monitoring of services, but also relating to the techniques, methods and products used to provide the services. - To optimise expenses and to receive proposals of optimisation strategies (relating to general organisation, processes, etc.) The Contractor shall make such proposals throughout the Contract. - To have transparency and visibility on costs. The Contractor is expected to meet the CEB's quality requirements. Employees must show irreproachable discretion on all matters relating to the CEB. As a professional service provider, the Contractor shall adapt to the specific needs of the CEB as an international organisation.

Intern ID: 2026-07/CEB/TAM/P-CS

5.1.1. Formål

Kontraktens hovedformål: Tjenesteydelser

Primær klassifikation (cpv): 72000000 It-tjenester: rådgivning, programmeludvikling, internet og support

5.1.2. Udførelsessted

By: PARIS

Landsdel (NUTS): Paris (FR101)

Land: Frankrig

5.1.3. Anslået varighed

Varighed: 12 Måneder

5.1.6. Generelle oplysninger

Reserveret deltagelse:

Deltagelse uden forbehold.

Indkøbsprojekt, der ikke finansieres med EU-midler

Udbuddet er omfattet af aftalen om offentlige udbud (GPA): nej

5.1.9. Udvalgelseskriterier

Kilder til udvalgelseskriterier: Udbudsdokument

5.1.11. Tilbudsdokumenter

Adresse på udbudsdokumenterne: https://coebank.e-marchespublics.com/pack/annonce_marche_public_4960_1177629.html

5.1.12. Tilbudsvilkår

Vilkår for indgivelse:

Elektronisk indgivelse: Tilladt

Indgivelsesadresse: <https://coebank.e-marchespublics.com>

Sprog, som tilbud og ansøgninger om deltagelse kan indgives på: engelsk, fransk

Elektronisk katalog: Ikke tilladt

Frist for modtagelse af tilbud: 14/09/2026 12:00:00 (UTC+02:00) østeuropæisk tid, centraleuropæisk sommertid

Varighed, hvor tilbuddet skal forblive gyldigt: 90 Døgn

Betingelser for kontraktens udførelse:

Udførelsen af kontrakten skal ske inden for rammerne af programmer for beskyttet beskæftigelse: Nej

Elektronisk fakturering: Ikke tilladt

Der vil blive anvendt elektronisk bestilling: nej

Der vil blive anvendt elektronisk betaling: nej

5.1.15. Teknikker

Rammeaftale:

Ingen rammeaftale

Oplysninger om det dynamiske indkøbssystem:

Intet dynamisk indkøbssystem

5.1.16. Yderligere oplysninger, mægling og gennemgang

Organisation med ansvar for klager: Council of Europe Development Bank

Organisation, der leverer supplerende oplysninger om udbudsproceduren: Banque de Développement Conseil Europe

Organisation, der leverer yderligere oplysninger om klageprocedurerne: Council of Europe Development Bank

8. Organisationer

8.1. ORG-0001

Officielt navn: Banque de Développement Conseil Europe

Registreringsnummer: 00000000000000

Postadresse: 55 Avenue Kleber

By: Paris

Postnummer: 75116

Landsdel (NUTS): Paris (FR101)

Land: Frankrig

E-mail: laurence.gendre@coebank.org

Telefon: +33 147555531

Internetadresse: <https://www.coebank.org/>

Køberprofil: <https://coebank.e-marchespublics.com>

Denne organisations roller:

Køber

Organisation, der leverer supplerende oplysninger om udbudsproceduren

8.1. ORG-0002

Officielt navn: Council of Europe Development Bank

Registreringsnummer: 000000000000000

By: PARIS

Postnummer: FR-75116

Landsdel (NUTS): Paris (FR101)

Land: Frankrig

Denne organisations roller:

Organisation med ansvar for klager

Organisation, der leverer yderligere oplysninger om klageprocedurerne

8.1. ORG-0000

Officielt navn: DEMATIS

Registreringsnummer: 45072478600030

By: Paris

Postnummer: 75015

Landsdel (NUTS): Paris (FR101)

Land: Frankrig

E-mail: contact@dematis.com

Telefon: +33 172365548

Internetadresse: www.dematis.com

Denne organisations roller:

TED eSender

Oplysninger om bekendtgørelsen

Bekendtgørelsens ID: 2b311032-94e6-45b3-b212-bf2c170461b2 - 01

Formulartype: Konkurrencevilkår

Bekendtgørelsestype: Udbuds- eller koncessionsbekendtgørelse – standardordningen

Bekendtgørelsesundertype: 16

Afsendelsesdato for bekendtgørelsen: 10/08/2026 16:10:04 (UTC+02:00) østeuropæisk tid, centraleuropæisk sommertid

Bekendtgørelsens officielle sprog: fransk

Bekendtgørelsesnummer: 559328-2026

EUT-S-nummer: 154/2026

Offentliggørelsesdato: 12/08/2026