

**B-Brussels: IT service management for the integrated and consolidated IT desktop environment of the European Commission (ITIC-SM)**

OJ S 55/2013 19/03/2013

Contract notice

Services

Directive 2004/18/EC

**Section I: Contracting authority**

---

**I.1. Name and addresses**

Official name: European Commission, Directorate-General for Informatics, Resources and Logistics Directorate, Procurement and Contracts Unit

Postal address: rue Belliard 28, Office: 07/142

Town: Brussels

Postal code: 1049

Country: Belgium

Contact person: <http://etendering.ted.europa.eu/>

For the attention of: Mr Martin Bilbao, Head of Unit

E-mail: [digit-contracts-info-centre@ec.europa.eu](mailto:digit-contracts-info-centre@ec.europa.eu)

Telephone: +32 22960762

Fax: +32 22957702

**Internet address(es):**

General address of the contracting authority: [http://ec.europa.eu/dgs/informatics/procurement/calls\\_running/index\\_en.htm](http://ec.europa.eu/dgs/informatics/procurement/calls_running/index_en.htm)

Electronic access to information: <https://etendering.ted.europa.eu/cft/cft-display.html?cftId=180>

**Additional information can be obtained from:**

the abovementioned address

**Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:**

the abovementioned address

**Tenders or requests to participate must be submitted:** the abovementioned address

**I.2. Type of the contracting authority**

European institution/agency or international organisation

**I.3. Main activity**

Other: Information technologies.

**I.4. Contract award on behalf of other contracting authorities**

The contracting authority is purchasing on behalf of other contracting authorities: yes

Official name: Education, Audiovisual and Culture Executive Agency

Postal address: BOUR — rue Colonel Bourg 135–139, BOU2 — rue Colonel Bourg 115

Town: Brussels

Postal code: 1140

Country: Belgium

Official name: Executive Agency for Competitiveness and Innovation

Postal address: Covent Garden Building, place Rogier 16

Town: Brussels

Postal code: 1210

Country: Belgium

Official name: Executive Agency for Health and Consumers

Postal address: 12, rue Guillaume Kroll

Town: Luxembourg

Postal code: 1882

Country: Luxembourg

Official name: European Research Council Executive Agency

Postal address: Covent Garden, place Charles Rogier 16

Town: Brussels

Postal code: 1210

Country: Belgium

Official name: Research Executive Agency

Postal address: place Rogier 16

Town: Brussels

Postal code: 1210

Country: Belgium

Official name: Trans-European Transport Network Executive Agency

Postal address: chaussée de Wavre 910

Town: Brussels

Postal code: 1040

Country: Belgium

## Section II: Object of the contract

---

### II.1. Description

#### II.1.1. Title attributed to the contract by the contracting authority

IT service management for the integrated and consolidated IT desktop environment of the European Commission (ITIC-SM).

#### II.1.2. Type of contract and place of performance or delivery

Services

Service category No 7: Computer and related services

Main site or place of performance: Brussels and Luxembourg, additional places of delivery: Strasbourg, Dublin, the sites of the Joint Research Centre (Ispra, Karlsruhe, Petten, Geel, and Seville) and the sites of Commission Representations. Other places of delivery may be located in different places within the EU.

NUTS code

#### II.1.3. Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

#### II.1.4. Information about framework agreement

Framework agreement with a single operator

##### Duration of the framework agreement

Duration in years: 6

In the case of framework agreements, provide justification for any duration exceeding 4 years:

Contract duration of 4 + 1 + 1.

The main reasons are:

— given the large magnitude and complexity of the ITIC-SM contract, replacing it always creates a serious operational risk to the IT support of the Commission,

— the supplier's initial investment and risk (as the service is not fully defined at the start) must be earned back within a longer period.

#### **II.1.5. Short description of the contract or purchase(s)**

The purpose of the call for tenders 'ITIC-SM' is to conclude 1 single framework contract to provide the IT support services for the ITIC desktop environment of the European Commission.

#### **II.1.6. CPV code(s)**

72610000 Computer support services, 72510000 Computer-related management services, 72250000 System and support services

#### **II.1.7. Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: yes

#### **II.1.8. Lots**

This contract is divided into lots: no

#### **II.1.9. Information about variants**

Variants will be accepted: no

### **II.2. Scope of the procurement**

#### **II.2.1. Total quantity or scope**

For the estimation of volume of the market please take into account the following elements:

IT service support, (FO + BO) — No of users

Year 1: about 27 000 users.

Year 2: about 28 000 users.

Year 3: about 29 000 users.

Year 4: about 30 000 users.

Year 5: about 31 000 users.

Year 6: about 32 000 users.

Average number of PCs per 1 000 users: 1 200.

Average number of tickets (incidents + requests) per 1 000 users per month: 1 300.

Logistic support

Installations: about 10 000 items per year.

Removals: about 50 000 items per year.

Deliveries out of warehouses: about 13 000 items per year.

Please note that the above figures are given for estimation purposes and that the total value of the contract depends on the quantities the Commission will order. However, the Commission cannot commit to exact quantities to be ordered.

The Commission may exercise the option to increase the estimated market amount at a later stage via negotiated procedure with the successful tenderer in accordance with Article 134(1) (f) of the rules of application of the Financial Regulation.

#### **II.2.2. Information about options**

Options: no

#### **II.2.3. Information about renewals**

This contract is subject to renewal: yes

Number of possible renewals: 2

In the case of renewable supplies or service contracts, estimated timeframe for subsequent contracts:

in months: 12 (from the award of the contract)

## **II.3. Duration of the contract or time limit for completion**

### **Section III: Legal, economic, financial and technical information**

---

#### **III.1. Conditions related to the contract**

##### **III.1.1. Deposits and guarantees required**

##### **III.1.2. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them**

##### **III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded**

See tendering specifications.

##### **III.1.4. Contract performance conditions**

The performance of the contract is subject to particular conditions: yes

Description of particular conditions: See tendering specifications.

#### **III.2. Conditions for participation**

##### **III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions: See tendering specifications.

##### **III.2.2. Economic and financial ability**

List and brief description of conditions: See tendering specifications.

##### **III.2.3. Technical and professional ability**

List and brief description of conditions:

See tendering specifications.

##### **III.2.4. Information about reserved contracts**

#### **III.3. Conditions specific to services contracts**

##### **III.3.1. Information about a particular profession**

Execution of the service is reserved to a particular profession: no

##### **III.3.2. Information about staff responsible for the performance of the contract**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract: yes

### **Section IV: Procedure**

---

#### **IV.1. Type of procedure**

##### **IV.1.1. Type of procedure**

Open

##### **IV.1.2. Information about the limits on the number of candidates to be invited**

##### **IV.1.3. Information about reduction of the number of solutions or tenders during negotiation or dialogue**

#### **IV.2. Award criteria**

#### **IV.2.1. Award criteria**

The most economically advantageous tender in terms of Price is not the only award criterion and all criteria are stated only in the procurement documents

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

An electronic auction will be used: no

#### **IV.3. Administrative information**

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

DIGIT/R2/PO/2012/026 "ITIC-SM"[2012/S 69-112905](#).

##### **IV.3.2. Previous publication concerning this procedure**

###### **Prior information notice**

Notice number in the OJ S: [2012/S 61-098390](#) of 28.3.2012

###### **Other previous publications**

Notice number in the OJ S: [2012/S 69-112905](#) of 7.4.2012

##### **IV.3.3. Conditions for obtaining specifications and additional documents or descriptive document**

Payable documents: no

##### **IV.3.4. Time limit for receipt of tenders or requests to participate**

7.5.2013

##### **IV.3.5. Estimated date of dispatch of invitations to tender or to participate to selected candidates**

##### **IV.3.6. Languages in which tenders or requests to participate may be submitted**

Any EU official language

##### **IV.3.7. Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 9 (from the date stated for receipt of tender)

##### **IV.3.8. Conditions for opening of tenders**

Date: 15.5.2013 - 10:00

Place:

European Commission, Directorate-General for Informatics, rue Belliard 28, 1049 Brussels, BELGIUM.

Persons authorised to be present at the opening of tenders: yes

Information about authorised persons and opening procedure: A maximum of 2 representatives per tenderer may attend the opening session.

#### **Section VI: Complementary information**

---

##### **VI.1. Information about recurrence**

This is a recurrent procurement: no

##### **VI.2. Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds: no

##### **VI.3. Additional information**

New registration procedure (e-tendering)

The tendering specifications and additional documents (including questions and answers) will be made available from the following website address: <https://etendering.ted.europa.eu/cft/cft-display.html?cftId=180>

If they wish so, interested parties may register via the website. This will allow them to be informed from the e-tendering system when an update with regard to the present call for tenders is made available.

Non-registered parties are invited to consult the website regularly. The Commission will not be liable if tenderers do not take notice of the additional information published on the website with regard to the present call for tenders.

No paper copy will be issued. The Directorate-General for Informatics was certified 'EMAS' in 2008 and adopts therefore environmentally friendly behaviour. EMAS is the eco-management and audit scheme, the EU voluntary instrument used by organisations to improve their environmental performance.

#### **VI.4. Procedures for review**

##### **VI.4.1. Review body**

Official name: General Court

Postal address: rue du Fort Niedergrünewald

Town: Luxembourg

Postal code: 2925

Country: Luxembourg

E-mail: [generalcourt.registry@curia.europa.eu](mailto:generalcourt.registry@curia.europa.eu)

Telephone: +352 4303-1

Fax: +352 4303-2100

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

##### **VI.4.2. Review procedure**

Precise information on deadline(s) for review procedures: Within 2 months of the notification to the plaintiff or, in the absence thereof, of the day on which it came to the knowledge. A complaint to the European Ombudsman does not have as an effect either to suspend this period or to open a new period for lodging appeals.

##### **VI.4.3. Service from which information about the review procedure may be obtained**

Official name: European Commission, Directorate-General for Informatics, Resources and Logistics Directorate, Procurement and Contracts Unit

Postal address: rue Belliard 28, Office: 07/142

Town: Brussels

Postal code: 1049

Country: Belgium

E-mail: [digit-contracts-info-centre@ec.europa.eu](mailto:digit-contracts-info-centre@ec.europa.eu)

Telephone: +32 22960762

Fax: +32 22957702

Internet address: [http://ec.europa.eu/dgs/informatics/procurement/index\\_en.htm](http://ec.europa.eu/dgs/informatics/procurement/index_en.htm)

#### **VI.5. Date of dispatch of this notice**

7.3.2013