

Luxembourg-Luxembourg: Design, implementation and operation of IT solutions for the Court of Justice**OJ S 63/2020 30/03/2020****Contract award notice****Services****Legal Basis:**

Regulation (EU, Euratom) No 2018/1046

Section I: Contracting authority

I.1. Name and addresses

Official name: Court of Justice of the European Union

Postal address: Rue du Fort Niedergrünwald

Town: Luxembourg

NUTS code: LU Luxembourg

Postal code: L-2925

Country: Luxembourg

Contact person: Cour de justice de l'Union européenne, direction générale de l'information

E-mail: CJ-PROC-18-025@curia.europa.eu**Internet address(es):**Main address: <http://www.curia.europa.eu>**I.4. Type of the contracting authority**

European institution/agency or international organisation

I.5. Main activity

General public services

Section II: Object

II.1. Scope of the procurement**II.1.1. Title**

Design, implementation and operation of IT solutions for the Court of Justice

Reference number: COJ-PROC-18/025

II.1.2. Main CPV code

72000000 IT services: consulting, software development, Internet and support

II.1.3. Type of contract

Services

II.1.4. Short description

The purpose of this contract is the provision of the following services:

- analysis and design of IT solutions (new, or development of those existing);
- detailed technical specification of IT solutions (new, or development of those existing) based on a design file;
- implementation of IT solutions (new, or development of those existing) (based on a design file and detailed technical specifications);
- correction of IT solutions operating errors and level 3 support;

- licencing IT solutions (new, or development of those existing);
- management of the development framework;
- level 1 and 2 user support (IT, mobile and telephone Helpdesk);
- operation of the Court's infrastructures (including networks and multimedia);
- telephone switchboard.

II.1.6. Information about lots

This contract is divided into lots: yes

II.1.7. Total value of the procurement

Value excluding VAT: 30 000 000,00 EUR

II.2. Description

II.2.1. Title

User support operations

Lot No: 3

II.2.2. Additional CPV code(s)

72710000 Local area network services, 72720000 Wide area network services, 72611000 Technical computer support services, 71311300 Infrastructure works consultancy services

II.2.3. Place of performance

NUTS code: LU Luxembourg

II.2.4. Description of the procurement

- helpdesk,
- operation of infrastructures,
- telephone switchboard,
- support and infrastructure on demand,
- multimedia assistance.

II.2.5. Award criteria

Quality criterion - Name: Quality assurance plan / Weighting: 48 %

Quality criterion - Name: Service level indicators / Weighting: 10 %

Quality criterion - Name: Quality Assurance Plan for Support and Restitution Phases / Weighting: 2 %

Price - Weighting: 40 %

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

Open procedure

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

The procurement involves the establishment of a framework agreement

IV.1.8. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: no

IV.2. Administrative information

IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2019/S 046-104556](#)

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

Contract No: COJ-PROC-18/025

Lot No: 3

Title:

User support operations

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

03/03/2020

V.2.2. Information about tenders

Number of tenders received: 5

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

V.2.3. Name and address of the contractor

Official name: CTG IT Solutions SA

Postal address: ZA de Bourmicht — 7 rue des Mérovingiens

Town: Luxembourg

NUTS code: LU Luxembourg

Postal code: L-8070

Country: Luxembourg

The contractor is an SME: no

V.2.3. Name and address of the contractor

Official name: ATOS Luxembourg PSF SA

Postal address: 17, rue Edmond Reuter

Town: Contern

NUTS code: LU Luxembourg

Postal code: L-5326

Country: Luxembourg

The contractor is an SME: no

V.2.3.

Name and address of the contractor

Official name: Sword Technologies SA
Postal address: 2, rue d'Arlon
Town: Windhof
NUTS code: LU Luxembourg
Postal code: L-8399
Country: Luxembourg
The contractor is an SME: no

V.2.4. Information on value of the contract/lot

Initial estimated total value of the contract/lot: 28 000 000,00 EUR
Total value of the contract/lot: 30 000 000,00 EUR

V.2.5. Information about subcontracting

The contract is likely to be subcontracted Value or proportion likely to be subcontracted to third parties Proportion: 8 %

Section VI: Complementary information

VI.3. Additional information**VI.4. Procedures for review****VI.4.1. Review body**

Official name: General Court
Postal address: Rue du Fort Niedergrünewald
Town: Luxembourg
Postal code: L-2925
Country: Luxembourg
E-mail: generalcourt.registry@curia.europa.eu
Telephone: +352 43031
Fax: +352 43032100
Internet address: <http://curia.europa.eu>

VI.4.2. Body responsible for mediation procedures

Official name: European Ombudsman
Town: Strasbourg
Postal code: 67000
Country: France
Internet address: <http://ombudsman.europa.eu>

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

Any observations concerning the procurement procedure may be submitted to the contracting authority using the contact means under I.1).

If the tenderer believes that there was maladministration, it may lodge a complaint to the European Ombudsman within two years of the date when it became aware of the facts on which the complaint is based (see <http://www.ombudsman.europa.eu>).

Within two months of notice of the award decision, an action may be launched for annulment of said award decision. Any request that may be made and any reply from us, or any complaint for maladministration, will have neither the purpose nor the effect of suspending the time-limit for launching an appeal for annulment or to open a new period for launching an appeal for

annulment. The body responsible for hearing annulment procedures is indicated in section VI.4.1).

VI.4.4. Service from which information about the review procedure may be obtained

Official name: General Court

Postal address: Rue du fort Niedergrünwald

Town: Luxembourg

Postal code: L-2925

Country: Luxembourg

E-mail: generalcourt.registry@curia.europa.eu

Telephone: +352 43031

Fax: +352 43032100

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

VI.5. Date of dispatch of this notice

23/03/2020