

244753-2026 - Result

Switzerland – IT services: consulting, software development, Internet and support – Operations Support for ScienceCluster and ScienceCloud on OpenStack and CephFS

OJ S 70/2026 10/04/2026

Contract or concession award notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Universität Zürich Assetmanagement

Email: ausschreibungen@pfm.uzh.ch

Legal type of the buyer: Body governed by public law, controlled by a regional authority

Activity of the contracting authority: Education

2. Procedure

2.1. Procedure

Title: Operations Support for ScienceCluster and ScienceCloud on OpenStack and CephFS

Description: Science IT is responsible for the operation of the ScienceCloud and ScienceCluster. The Team needs professional consulting support for the opensource technology OpenStack and CephFS. The University of Zurich (UZH) invites tenders for the following reasons: Expiring support contract with current consultant Science IT already had a support contract with a provider (StackHPC) for the OpenStack platform in the past. This needs to be renewed for the next 5 years. This is a suitable opportunity to redefine the desired support services, familiarise with other providers and obtain prices in line with the market. Enlarge support to also cover CephFS Science IT has experienced two major incidents last year on CephFS with a total downtime of the whole ScienceCluster service for several weeks. Therefore, Science IT is looking for a strong partner with lots of experience in CephFS to provide 3rd level support as well as consulting service to stabilize the platform. Two long-serving employees have left the team Two experienced employees with in-depth knowledge of CephFS and OpenStack have left the Science IT team. Over the next two years, the knowledge in the team will be built up again. This will require a targeted transfer of expertise from an experienced partner to the employees of Science IT. Therefore, with this tender, Science IT is looking for experienced partners for the support of OpenStack and CephFS. The cooperation with an experienced provider should achieve the following goals: * In the event of a disaster, Science IT receives professional support for OpenStack and CephFS on the next business day at the latest. * Employees will be able to benefit from the provider's expertise in the coming years. The provider also employs staff who are actively involved in CephFS and OpenStack as contributors. Using the provider's documentation on the UZH platform, the team will be enabled to solve problems independently. * Updates or upgrades can be planned and implemented together so that the platform is always operated at the second latest technical level. * Conceptual adjustments to the platform can be discussed with an experienced partner. They challenge internal employees so that the right solution is implemented for UZH.

Procedure identifier: 792d05e4-16ff-47e0-b2f1-ad390e78ca74

Type of procedure: Open

2.1.1. Purpose

Main nature of the contract: Services

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

2.1.4. General information

Additional information: Substantiation for award decision In accordance with the University Council's decision of 30 March 2026, the contract is awarded to STACKHPC LTD. The submitted offer meets all requirements of the tender and complies with the established award criteria.

Legal basis:

Directive 2014/24/EU

5. Lot

5.1. Lot: LOT-0001

Title: OpenStack

Description: For the operation of ScienceCloud and ScienceCluster OpenStack is key technology. With lot 1 the UZH is seeking for the following services. * Third level support: Support requests should be answered on the next business day, work is carried out during business hours, support is provided by arrangement * Disaster Support: Support requests should be answered on the next business day, work is carried out during business hours, support is immediate * Annual update support: The provider plans to carry out the update together with Science IT once a year. * Know-how transfer: The provider documents the platform on an ongoing basis and discusses the adjustments with internal employees * Initial project, ramp-up: The provider and the Science IT team discuss the status of the platform and possible conceptual adjustments to optimise the platform that may be needed to enable the provider to fulfil above requirements. These are then implemented together.

5.1.1. Purpose

Main nature of the contract: Services

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

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

5.1.2. Place of performance

Town: Zürich

Postcode: 8005

Country subdivision (NUTS): Zürich (CH040)

Country: Switzerland

5.1.3. Estimated duration

Start date: 01/01/2026

Duration end date: 31/12/2030

5.1.4. Renewal

Maximum renewals: 1

5.1.6. General information

Procurement Project not financed with EU Funds.

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

5.1.10. Award criteria

Criterion:

Type: Quality

Description: Award criteria

Description of the method to be used if weighting cannot be expressed by criteria: The award criteria were provided to the tenderers with the invitation to tender.

5.1.15. Techniques

Framework agreement:

No framework agreement

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Review organisation: Tribunal administratif fédéral

Information about review deadlines: Instructions on legal remedies An appeal against this award may be lodged within 20 days with the Administrative Court of the Canton of Zurich, Militärstrasse 36, P.O. Box, 8090 Zurich, in writing. The notice of appeal must be submitted in duplicate and must contain an application and the grounds for it. The contested invitation to tender must be enclosed. The evidence invoked must be precisely specified and enclosed as far as possible.

Organisation providing additional information about the procurement procedure: Universität Zürich Assetmanagement

6. Results

Value of all contracts awarded in this notice: 1 148 103,25 CHF

6.1. Result lot identifier: LOT-0001

Winner selection status: At least one winner was chosen.

6.1.2. Information about winners

Winner:

Official name: EN_STACKHPC LTD

Tender:

Tender identifier: e8aa60ff-c5e0-414d-a0a9-f64ed78aea82

Identifier of lot or group of lots: LOT-0001

Value of the tender: 1 148 103,25 CHF

The tender was ranked: no

The tender is a variant: no

Subcontracting: No

Contract information:

Identifier of the contract: N/A

Date of the conclusion of the contract: 09/04/2026

6.1.4. Statistical information

Received tenders or requests to participate:

Type of received submissions: Tenders

Number of tenders or requests to participate received: 1

Range of tenders:

Value of the lowest admissible tender: 1 148 103,25 CHF

Value of the highest admissible tender: 1 148 103,25 CHF

8. Organisations

8.1. ORG-0001

Official name: Universität Zürich Assetmanagement

Registration number: 078833f4-67fd-4676-bab2-160d0be316da

Postal address: Pfingstweidstrasse 60B

Town: Zürich

Postcode: 8005

Country subdivision (NUTS): Zürich (CH040)

Country: Switzerland

Email: ausschreibungen@pfm.uzh.ch

Telephone: +41446348930

Internet address: <https://www.pfm.uzh.ch/de/fachstellen/assetmanagement.html>

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

8.1. ORG-0002

Official name: Tribunal administratif fédéral

Registration number: BVGER

Postal address: Postfach

Town: St. Gallen

Postcode: 9023

Country subdivision (NUTS): St. Gallen (CH055)

Country: Switzerland

Email: info@bvger.admin.ch

Telephone: +41584652626

Internet address: <https://www.bvger.ch>

Roles of this organisation:

Review organisation

8.1. ORG-0003

Official name: Simap.ch

Registration number: CH001

Postal address: Holzikofenweg 36

Town: Bern

Postcode: 3003

Country subdivision (NUTS): Bern / Berne (CH021)

Country: Switzerland

Email: support@simap.ch

Telephone: +41584646388

Internet address: <https://www.simap.ch>

Roles of this organisation:

TED eSender

8.1. ORG-0010

Official name: EN_STACKHPC LTD

Size of the economic operator: Small

Registration number: 098ffeb6-739a-4faf-81a3-8a7e7df00098

Postal address: Beacon Tower Colston Street

Town: BRISTOL
Postcode: BS1 4XE
Country subdivision (NUTS): Bristol, City of (UKK11)
Country: United Kingdom
Roles of this organisation:
Tenderer
Winner of these lots: LOT-0001

Notice information

Notice identifier/version: cc66474e-ff95-43f3-b80c-f9fdca183194 - 01
Form type: Result
Notice type: Contract or concession award notice – standard regime
Notice subtype: 29
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Languages in which this notice is officially available: English
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