

Netherlands-Amsterdam: IT services: consulting, software development, Internet and support

OJ S 102/2023 30/05/2023

Contract notice

Services

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: GÉANT

National registration number: 40535155

Postal address: Hoekenrode 3

Town: Amsterdam

NUTS code: NL Nederland

Postal code: 1102BR

Country: Netherlands

Contact person: Laure Ruggieri

E-mail: [laure.ruggieri@geant.org](mailto:laure.ruggieri@geant.org)

Telephone: +33 683949001

**Internet address(es):**

Main address: [www.geant.org](http://www.geant.org)

Address of the buyer profile: <https://s2c.mercell.com/buyer/2384>

**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://s2c.mercell.com/today/27541>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://s2c.mercell.com/today/27541>

**I.4. Type of the contracting authority**

European institution/agency or international organisation

**I.5. Main activity**

General public services

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**Section II: Object**

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

**II.1.1. Title**

ITSM system

Reference number: T27541

**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 primary objective of this project is to implement a holistic approach to IT service management across a number of teams that perform support functions in the business. To achieve this, it is vital that an ITSM platform that can support the business operations is implemented to replace the current system.

#### **II.1.5. Estimated total value**

Value excluding VAT: 730 000,00 EUR

#### **II.1.6. Information about lots**

This contract is divided into lots: no

### **II.2. Description**

#### **II.2.2. Additional CPV code(s)**

72200000 Software programming and consultancy services, 48000000 Software package and information systems

#### **II.2.3. Place of performance**

NUTS code: NL Nederland

#### **II.2.4. Description of the procurement**

The primary objective of this project is to implement a holistic approach to IT service management across a number of teams that perform support functions in the business. To achieve this, it is vital that an ITSM platform that can support the business operations is implemented to replace the current system.

#### **II.2.5. Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.6. Estimated value**

Value excluding VAT: 730 000,00 EUR

#### **II.2.7. Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months: 36

This contract is subject to renewal: yes

Description of renewals:

The contract can be renewed 7 times for one (1) year.

#### **II.2.10. Information about variants**

Variants will be accepted: no

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

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### **III.1. Conditions for participation**

#### **III.1.2. Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3. Technical and professional ability**

Selection criteria as stated in the procurement documents

## **Section IV: Procedure**

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### **IV.1. Description**

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

Open procedure

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

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

The procurement is covered by the Government Procurement Agreement: yes

### **IV.2. Administrative information**

#### **IV.2.2. Time limit for receipt of tenders or requests to participate**

Date: 10/07/2023 Local time: 10:00

#### **IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates**

#### **IV.2.4. Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.6. Minimum time frame during which the tenderer must maintain the tender**

Tender must be valid until: 24/04/2024

#### **IV.2.7. Conditions for opening of tenders**

Date: 10/07/2023 Local time: 10:00

## **Section VI: Complementary information**

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

This is a recurrent procurement: no

### **VI.2. Information about electronic workflows**

Electronic invoicing will be accepted

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

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

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

Official name: Court of Amsterdam

Town: Amsterdam

Country: Netherlands

#### **VI.4.3. Review procedure**

Precise information on deadline(s) for review procedures:

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

25/05/2023