

565654-2025 - Competition

Poland – Helpdesk and support services – Przedłużenie wsparcia ManageEngine

OJ S 165/2025 29/08/2025

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Miasto Stołeczne Warszawa

Email: zamowieniabzp@um.warszawa.pl

Legal type of the buyer: Local authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Przedłużenie wsparcia ManageEngine

Description: Przedmiotem zamówienia jest Przedłużenie wsparcia ManageEngine

Procedure identifier: 99a33224-4bf8-414f-ae21-12cb6265faaa

Internal identifier: ZP/Ph/271/III-152/25

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72253000 Helpdesk and support services

Additional classification (cpv): 72253200 Systems support services

2.1.2. Place of performance

Country subdivision (NUTS): Miasto Warszawa (PL911)

Country: Poland

2.1.4. General information

Legal basis:

Directive 2014/24/EU

European Legislation Identifier -

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Procurement Document

5. Lot

5.1. Lot: LOT-0001

Title: Przedłużenie wsparcia ManageEngine

Description: Przedmiotem zamówienia jest przedłużenie wsparcia ManageEngine

Internal identifier: ZP/PH/271/III-152/25

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 98000000 Other community, social and personal services

Options:

Description of the options: NIE DOTYCZY

5.1.2. Place of performance

Country subdivision (NUTS): Miasto Warszawa (PL911)

Country: Poland

5.1.3. Estimated duration

Duration: 12 Months

5.1.6. General information

Reserved participation:

Participation is not reserved.

Procurement Project not financed with EU Funds.

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

This procurement is also suitable for small and medium-sized enterprises (SMEs): yes

5.1.9. Selection criteria

Sources of selection criteria: Procurement Document

5.1.10. Award criteria

Criterion:

Type: Price

Description: cena brutto; waga kryterium: 50%

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 50

Criterion:

Type: Quality

Description: doświadczenie i kompetencje osób wyznaczonych do realizacji zamówienia; waga kryterium: 50%

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 50

5.1.11. Procurement documents

Address of the procurement documents: <https://PROSZE.TU.WKLEIC.PUBLICZNY.LINK.DO.POSTEPOWANIA.Z.MARKETPLANET>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://zamowienia.um.warszawa.pl>

Languages in which tenders or requests to participate may be submitted: Polish

Electronic catalogue: Not allowed

Advanced or qualified electronic signature or seal (as defined in Regulation (EU) No 910/2014) is required

Variants: Not allowed

Deadline for receipt of tenders: 29/09/2026 11:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 90 Days

Information about public opening:

Opening date: 29/09/2026 11:05:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: No

Conditions relating to the performance of the contract: Zgodnie z SWZ

Electronic invoicing: Not allowed

Electronic ordering will be used: yes

Electronic payment will be used: yes

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: Krajowa Izba Odwoławcza

Information about review deadlines: dział IX ustawy Pzp

Organisation providing additional information about the procurement procedure: Miasto Stołeczne Warszawa

Organisation providing offline access to the procurement documents: Miasto Stołeczne Warszawa

Organisation receiving requests to participate: Miasto Stołeczne Warszawa

Organisation processing tenders: Miasto Stołeczne Warszawa

8. Organisations

8.1. ORG-0001

Official name: Miasto Stołeczne Warszawa

Registration number: 5252296818

Department: Urząd m.st. Warszawy

Postal address: Plac Bankowy 3/5

Town: Warszawa

Postcode: 00-950

Country subdivision (NUTS): Miasto Warszawa (PL911)

Country: Poland

Contact point: Biuro Zamówień Publicznych

Email: zamowieniabzp@um.warszawa.pl

Telephone: +4822 443-14-00

Fax: +4822 443-14-00

Internet address: <https://um.warszawa.pl>

Information exchange endpoint (URL): <https://zamowienia.um.warszawa.pl>

Roles of this organisation:

Buyer

Procurement service provider

Organisation providing additional information about the procurement procedure

Organisation providing offline access to the procurement documents

Organisation receiving requests to participate

Organisation processing tenders

8.1. **ORG-0003**

Official name: Krajowa Izba Odwoławcza

Registration number: 5262239325

Town: Warszawa

Postcode: 02-676

Country subdivision (NUTS): Miasto Warszawa (PL911)

Country: Poland

Email: odwolania@uzp.gov.pl

Telephone: +48 224587801

Roles of this organisation:

Review organisation

8.1. **ORG-0000**

Official name: Publications Office of the European Union

Registration number: PUBL

Town: Luxembourg

Postcode: 2417

Country subdivision (NUTS): Luxembourg (LU000)

Country: Luxembourg

Email: ted@publications.europa.eu

Telephone: +352 29291

Internet address: <https://op.europa.eu>

Roles of this organisation:

TED eSender

Notice information

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