

**Luxembourg-Luxembourg: Integrated Case Management System**  
**OJ S 241/2020 10/12/2020**  
**Contract award notice**  
**Services**

**Legal Basis:**

Regulation (EU, Euratom) No 2018/1046

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**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: LU000 Luxembourg

Postal code: 2925

Country: Luxembourg

Contact person: Court of Justice of the European Union, Directorate-General for Information, Information Technology Directorate

E-mail: [CJ-PROC-18-026@curia.europa.eu](mailto:CJ-PROC-18-026@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

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**Section II: Object**

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

**II.1.1. Title**

Integrated Case Management System

Reference number: COJ-PROC-18/026

**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**

Implementation of an integrated adaptive case management IT solution (hereinafter referred to as 'integrated case management system' or 'SIGA').

**II.1.6. Information about lots**

This contract is divided into lots: no

**II.1.7.**

## **Total value of the procurement**

Value excluding VAT: 30 104 691,00 EUR

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

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

48000000 Software package and information systems, 72212311 Document management software development services, 72212780 System, storage and content management software development services, 72322000 Data management services, 72512000 Document management services

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

NUTS code: LU0 Luxembourg

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

The aim of this contract is to implement an integrated case management IT solution (referred as 'integrated case management system' or 'SIGA'), based on an adaptive case management tool.

Activities include project management, detailed analysis, configuration (modelling), the development, provision and installation of the dedicated infrastructure, the provision and installation of the necessary software licenses, the implementation of operational management procedures, training and any other activities necessary for the operation of the new system.

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

Quality criterion - Name: Quality of the proposed solution / Weighting: 12,70

Quality criterion - Name: Proof Of Concept (POC) / Weighting: 13,89

Quality criterion - Name: MVP realization / Weighting: 5,95

Quality criterion - Name: Initial training in the ACM tool / Weighting: 1,59

Quality criterion - Name: Integration of the SIGA solution / Weighting: 7,94

Quality criterion - Name: IT infrastructure / Weighting: 3,97

Quality criterion - Name: Support and operational maintenance / Weighting: 3,97

Price - Weighting: 50

#### **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**

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

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

Competitive procedure with negotiation

##### **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 156-384133](#)

### **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**

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**Contract No:** COJ-PROC-18/026

**Title:**

Integrated Case Management System

A contract/lot is awarded: yes

### **V.2. Award of contract**

#### **V.2.1. Date of conclusion of the contract**

25/11/2020

#### **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: NET Service S.p.A.

Town: Bologna

NUTS code: ITH55 Bologna

Country: Italy

The contractor is an SME: no

#### **V.2.3. Name and address of the contractor**

Official name: Charles Oakes & Co SARL

Town: Luxembourg

NUTS code: LU000 Luxembourg

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: 25 000 000,00 EUR

Total value of the contract/lot: 30 104 691,00 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: 47 %

## **Section VI: Complementary information**

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

The competitive procedure with negotiation will take place in two distinct stages.

In the first stage, all interested economic operators (the 'candidates') may submit a request to participate.

In the second stage, candidates who are not in an exclusionary situation and who meet the selection criteria will be invited to submit a tender.

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

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

Official name: General Court of the European Union

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 43031

Fax: +352 43032100

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

##### **VI.4.2. Body responsible for mediation procedures**

Official name: The European Ombudsman

Postal address: 1, avenue du président Robert Schuman

Town: Strasbourg

Postal code: 67001

Country: France

Telephone: +33 388172313

Fax: +33 388179062

Internet address: <https://www.ombudsman.europa.eu/>

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

Precise information on deadline(s) for review procedures:

Any appeal must be lodged with the General Court of the European Union within 2 months of plaintiff being notified or, failing this, of the date on which it became known to them.

Lodging of a complaint with the European Ombudsman neither suspends this deadline nor creates a new deadline for appeals.

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

Official name: General Court of the European Union

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 43031

Fax: +352 43032100

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

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

03/12/2020