

**Luxembourg-Luxembourg: Operations and User Support (ATLAS)**

OJ S 194/2023 09/10/2023

Contract notice

Services

**Legal Basis:**

Regulation (EU, Euratom) No 2018/1046

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Court of Justice of the European Union

Postal address: Cour de justice de l'UE

Town: Luxembourg

NUTS code: LU Luxembourg

Postal code: L-2925

Country: Luxembourg

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

E-mail: [COJ-PROC-23-002@curia.europa.eu](mailto:COJ-PROC-23-002@curia.europa.eu)**Internet address(es):**Main address: <http://www.curia.europa.eu>**I.3. Communication**The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://etendering.ted.europa.eu/cft/cft-display.html?cftId=14884>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://etendering.ted.europa.eu/cft/cft-display.html?cftId=14884>Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at: <https://etendering.ted.europa.eu/cft/cft-display.html?cftId=14884>**I.4. Type of the contracting authority**

European institution/agency or international organisation

**I.5. Main activity**

General public services

**Section II: Object**

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

Operations and User Support (ATLAS)

Reference number: COJ-PROC-23/002

**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 aim of the present contract is the provision of the following services:

- fixed price service:
  - information technologies support service (support level 1, support level 2, support level 3), transversal services, on-call service and planned changes service,
  - telephone switchboard services;
- on-demand services:
  - on-demand support complementary services,
  - on-demand support services for multimedia,
  - on-demand Interventions.

The detailed description of these services is available in the technical specification (appendix TEC 6).

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

Value excluding VAT: 49 300 000,00 EUR

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

This contract is divided into lots: no

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

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

72514000 Computer facilities management services, 72253000 Helpdesk and support services , 72253100 Helpdesk services, 72253200 Systems support services, 72511000 Network management software services

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

NUTS code: LU Luxembourg

Main site or place of performance: Luxembourg

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

Fixed price service:

- information Technologies support service (support level 1, support level 2, support level 3), transversal services, on-call service and planned changes service,
- telephone Switchboard services.

On-demand services:

- on-demand support complementary services,
- on-demand support services for multimedia.
- on-demand Interventions.

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

Criteria below

Quality criterion - Name: Organisation and procedures for the all IT services contracted to guarantee an expected service level agreement according to contracted threshold and improve constantly a high level of quality / Weighting: 30

Quality criterion - Name: Organisation and procedures for on-demand services.

Complementary services and multimedia support / Weighting: 9

Quality criterion - Name: Organisation and procedures to ensure a smooth takeover of operations of SIGA infrastructure and guarantee the service level agreement / Weighting: 18

Quality criterion - Name: Methodology for the risk management / Weighting: 3

Price - Weighting: 40

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

Value excluding VAT: 49 300 000,00 EUR

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

Duration in months: 12

This contract is subject to renewal: yes

Description of renewals:

Automatically renewal (3) times (12 + 12 + 12) unless one of the parties receives formal notification to the contrary at least six (6) months before the end of the ongoing duration.

### **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.1.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions:

The tenderer must have the necessary legal capacity to carry out the professional activity covered by the contract (entry in the relevant commercial or professional register, social security entry, VAT entry, authorisation of establishment, etc.) in accordance with the legislation of the state where it is established.

Where the contract is awarded to a tenderer established in a state other than the Grand Duchy of Luxembourg, it must demonstrate, before the contract is signed, that it meets the conditions for the provision of the services or the execution of the work covered by the contract in accordance with the Luxembourg legislation applicable to the freedom to provide services or the freedom of establishment and, in particular, that it has obtained the relevant authorisation of establishment. If these conditions are not met within the time limit set by the Court of Justice, the latter may review the award decision, reject the tender concerned and award the contract to another tenderer in accordance with the award criteria.

#### **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**

The procurement involves the establishment of a framework agreement  
Framework agreement with a single operator

### **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: [2023/S 020-051970](#)

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

Date: 21/12/2023 Local time: 15:00

### **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, French

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

Duration in months: 10 (from the date stated for receipt of tender)

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

Date: 08/01/2024 Local time: 10:00

Place:

Virtual opening session

Information about authorised persons and opening procedure: Tenderers may request to attend the opening by sending an email to [COJ-PROC-23-002@curia.europa.eu](mailto:COJ-PROC-23-002@curia.europa.eu) with the subject 'Virtual opening' as soon as possible and not later than the day before the scheduled start of the opening session. The request must include the full name(s) and email address(es) of the representative(s), the name of the represented tenderer and the submission receipt generated by e-Submission. The contracting authority reserves the right to refuse access to the virtual opening session if the above information is not provided as required. The representatives will receive an invitation by email with the meeting details and instructions how to attend the opening.

## **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: General Court

Postal address: Rue du Fort Niedergrünewald  
Town: Luxembourg  
Postal code: L-2925  
Country: Luxembourg  
E-mail: [GC.Registry@curia.europa.eu](mailto:GC.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://www.ombudsman.europa.eu>

**VI.4.3. Review procedure**

Precise information on deadline(s) for review procedures:

Any comments concerning the award procedure may be addressed to the contracting authority using the contact details below Point I.1).

If the tenderer considers that management has failed, he may lodge a complaint with the European Ombudsman within 2 years of the date on which he became aware of the facts to which the complaint relates. See (<http://www.ombudsman.europa.eu>).

An action for annulment of the award decision may be brought within two months of its notification. No request that may be made or response from us, nor any complaint of maladministration, may have the purpose or effect of suspending the time limit for lodging an annulment appeal or of opening a new time limit for lodging an annulment appeal. The body designated to hear annulment proceedings 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 Niedergrünewald  
Town: Luxembourg  
Postal code: L-2925  
Country: Luxembourg  
E-mail: [GC.Registry@curia.europa.eu](mailto:GC.Registry@curia.europa.eu)  
Telephone: +352 4301  
Fax: +352 43032100  
Internet address: <http://curia.europa.eu>

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

27/09/2023