

**Netherlands-Amsterdam: IT services: consulting, software development, Internet and support
OJ S 233/2023 04/12/2023
Contract award notice
Services**

Legal Basis:

Directive 2014/24/EU

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: Yvonne van den Heuvel

E-mail: yvonne.vandenheuvel@geant.org

Telephone: +31 627003020

Internet address(es):

Main address: www.geant.org

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

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

Education

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

ITSM

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.1.6.

Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 730 000,00 EUR

II.2. Description

II.2.3. Place of performance

NUTS code: NL Nederland

II.2.4. Description of the procurement

The scope of the project is restricted to the procurement (including Licenses), implementation and support of an ITIL compliant IT service management system. This should include the capability to provide comprehensive asset management and asset discovery (CMDB, SACM and SAM), including the integration to 3rd party systems as described in the minimum and optional requirements. The implementation will encompass all internal and external service management teams across GÉANT, initially focusing internally on the Digital Services Team in the first phase of implementation, and then extended out to the other service management functions across the organisation for external customer/member support.

II.2.5. Award criteria

Quality criterion - Name: Implementation plan / Weighting: 15

Quality criterion - Name: Functionalities / Weighting: 10

Quality criterion - Name: Use cases / Weighting: 15

Quality criterion - Name: Reporting / Weighting: 10

Quality criterion - Name: Support & relationship management / Weighting: 15

Price - Weighting: 35

II.2.11. Information about options

Options: yes

Description of options:

The initial contract of 3 years can be extended 7 times for a period of 1 year.

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

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.2.1.

Previous publication concerning this procedure

Notice number in the OJ S: [2023/S 102-322155](#)

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

Contract No: 1

Title:

ITSM system contract

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

27/11/2023

V.2.2. Information about tenders

Number of tenders received: 4

The contract has been awarded to a group of economic operators: no

V.2.3. Name and address of the contractor

Official name: Pink Elephant Education B.V.

Town: Rotterdam

NUTS code: NL Nederland

Country: Netherlands

The contractor is an SME: yes

V.2.4. Information on value of the contract/lot

Initial estimated total value of the contract/lot: 730 000,00 EUR

Total value of the contract/lot: 730 000,00 EUR

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Rechtbank 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

29/11/2023