

Luxembourg-Luxembourg: Provision of an enterprise resource planning (ERP) solution

OJ S 31/2017 14/02/2017

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: European Stability Mechanism (ESM)

Postal address: 6a, Circuit de la Foire Internationale

Town: Luxembourg

NUTS code: LU000 Luxembourg

Postal code: 1347

Country: Luxembourg

Contact person: Rod Holden

E-mail: procurement@esm.europa.eu

Telephone: +352 260962475

Internet address(es):Main address: <http://www.esm.europa.eu>**I.3. Communication**The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://www.esm.europa.eu/procurement>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted to the abovementioned address

I.4. Type of the contracting authority

European institution/agency or international organisation

I.5. Main activity

Economic and financial affairs

Section II: Object

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

Provision of an enterprise resource planning (ERP) solution.

Reference number: IT/02/ERP/RH/2017.

II.1.2. Main CPV code

48451000 Enterprise resource planning software package

II.1.3. Type of contract

Services

II.1.4. Short description

The ESM intends to establish a framework agreement with a single service provider for the provision of an enterprise resource planning solution ('ERP solution') as defined below, which must be delivered as software as a service ('SaaS').

'ERP solution' means an integrated computer-based system used to manage internal and external resources within an organisation, including, but not limited to, tangible assets, financial resources and materials, and human resources. It is an organisation-wide business software solution whose purpose is to facilitate the management of and flow of information between all business functions inside the boundaries of the organisation as well as supporting the connections to and management of suppliers and other outside stakeholders.

'SaaS' means a software that is owned, delivered and managed remotely by 1 or more service providers.

II.1.5. Estimated total value

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

72210000 Programming services of packaged software products, 72220000 Systems and technical consultancy services, 72250000 System and support services, 72260000 Software-related services, 72600000 Computer support and consultancy services, 48000000 Software package and information systems, 72000000 IT services: consulting, software development, Internet and support

II.2.3. Place of performance

NUTS code: LU0 Luxembourg

Main site or place of performance: Luxembourg.

II.2.4. Description of the procurement

The ERP solution selected as a result of this procurement procedure will constitute a core system pursuant to the ESM's IT strategy and will facilitate the carrying out of the ESM's operational mandate. The ERP solution must be capable of supporting, inter alia, the following business functions:

- financial accounting, including but not limited to income, expenses, cash management and payment systems, and general ledger,
- management accounting, including but not limited to budgeting and forecasting,
- travel approval workflow and expense management,
- human resources,
- sourcing/procurement/supply chain management/e-tendering,
- customer relationship management,
- project and portfolio management and related organisational planning,
- data processing and reporting services in support to the above business functions.

Additionally, the selected service provider may be asked to provide ancillary services which are required for an effective SaaS delivery of the ERP solution as defined above, including, inter alia, requirements analysis, customisation and integration of the ERP solution, on-site and remote deployment, business process re-engineering, work flow development, training, service desk, hosting services, data handling and validation, user support, ERP solution review process, data migration, validation, loading and storage, and ongoing support and maintenance.

The ESM will decide, at its sole discretion, which modules and functionalities of the ERP solution and which ancillary services required for an effective SaaS delivery of the ERP solution the ESM will order under the framework agreement awarded to the successful service provider. Any such order will be subject to the terms and conditions of the framework agreement.

If during the lifetime of the framework agreement the ESM operational needs grow and the ERP solution evolves so that it, within the scope of the above definition of an ERP solution, covers also the support of other business functions than those listed above, the ESM reserves the right to expand the use of the purchased ERP solution to support such other business functions of the ESM. In such case, the ESM, at its sole discretion, may ask the selected service provider to provide the required additional modules and functionalities in support of such other business functions and any ancillary services which are required for an effective SaaS delivery of such modules and functionalities and any such order will be subject to the terms and conditions of the framework agreement.

The ERP solution selected as a result of this procurement procedure must be, at all times, in accordance with the current state of technology and must be updated, upgraded, enhanced and supplemented as required to ensure that it conforms at all times to best industry practices. Additionally, the ESM will have the right to add or adjust the number of users that it may require to use the ERP solution.

The ESM's official working language is English. The proposed ERP solution must be available in English. Also, all administrative matters with the selected service provider (contracts, invoicing, account management, etc.) will be dealt with in the English language.

Important: neither Directive 2014/24/EU of the European Parliament and of the Council of 26.2.2014, nor Regulation (EU, Euratom) 2015/1929 of the European Parliament and of the Council of 28.10.2015 apply to the ESM. The ESM procures supplies, services and works on its own behalf and for its own account pursuant to the ESM procurement policy which entered into force on 2.5.2016 and is published on the ESM website. Please visit the ESM website for further information.

This procurement is carried out by the ESM under a negotiated procedure in the meaning of the ESM procurement policy. Please check the ESM procurement policy for further information. Further information can be found in the procurement documents.

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

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

Duration in months: 60

This contract is subject to renewal: yes

Description of renewals:

Possibility of extension for 48 months at the ESM's sole discretion. In total, the anticipated term of the awarded contract may be up to 108 months.

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

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:

As stated in the procurement documents.

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

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

Framework agreement with a single operator

IV.1.5. Information about negotiation

The contracting authority reserves the right to award the contract on the basis of the initial tenders without conducting negotiations

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

Date: 02/03/2017 Local time: 11:00

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

Duration in months: 6 (from the date stated for receipt of tender)

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information**VI.4. Procedures for review****VI.4.1. Review body**

Official name: ESM Procurement Review Panel

Postal address: 6a, Circuit de la Foire Internationale

Town: Luxembourg

Postal code: 1347

Country: Luxembourg

E-mail: procurementreview@esm.europa.eu

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

Please see the ESM procurement review procedure available at:

https://www.esm.europa.eu/sites/default/files/2016_may_procurement_review_procedure.pdf

VI.5. Date of dispatch of this notice

01/02/2017