

LUXEMBOURG: IT SERVICES: CONSULTING, SOFTWARE DEVELOPMENT, INTERNET AND SUPPORT

PROVISION OF IT ONSITE SERVICES

Contract or concession notice – standard regime

1 Buyer

1.1 Buyer

Official name: European Stability Mechanism (ESM)

Legal type of the buyer: International organisation

Activity of the contracting authority: Economic affairs

2 Procedure

2.1 Procedure

Title: Provision of IT Onsite Services

Description: The ESM intends to establish a framework agreement with one Provider. The Provider will deliver onsite IT support and other related services to ESM's End Users, currently around 380 users and 750 guest accounts, as well as users without an account, e.g. on-premise guests. Services are to be performed at the ESM Premises unless otherwise indicated in the Terms of Reference. The Provider will be required to cater to the high standards of the ESM user base, operate the Services with due care and to the highest security standards. In the provision of the Services, the Provider will have to comply with SLA & SLR and reporting requirements as described in the documents.

Procedure identifier: ba11d0d5-5e7e-4f1e-b8a4-5f4dff33c73c

Internal identifier: IT/06/OS/MC/24

Type of procedure: Negotiated with prior publication of a call for competition / competitive with negotiation

The procedure is accelerated: no

Justification for the accelerated procedure:

Main features of the procedure:

2.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support

Additional classification (cpv): 72253000 Helpdesk and support services

Additional classification (cpv): 72500000 Computer-related services

Additional classification (cpv): 72700000 Computer network services

2.1.2 Place of performance

Postal address: 6a Circuit de La Foire Internationale

Town: Luxembourg

Postcode: 1347

Country subdivision (NUTS): Luxembourg (LU000)

Country: Luxembourg

2.1.4 General information

Legal basis:

Other

Neither Directive 2014/24/EU of the European Parliament and of the Council of 26 February 2014 nor Regulation (EU, Euratom) 2018/1046 of the European Parliament and of the Council of 18 July 2018 (as amended) 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 as published on the ESM website.

2.1.6 Grounds for exclusion

Guilty of grave professional misconduct: As indicated in the procurement documents

Payment of social security contributions: As indicated in the procurement documents

Breaching of obligations in the fields of environmental law: As indicated in the procurement documents

Breaching of obligations in the fields of labour law: As indicated in the procurement documents

Breaching of obligations in the fields of social law: As indicated in the procurement documents

Conflict of interest due to its participation in the procurement procedure: As indicated in the procurement documents

5 Lot

5.1 Lot technical ID: LOT-0001

Title: Provision of IT Onsite Services

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Internal identifier: IT/06/OS/MC/24

5.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support

Additional classification (cpv): 72700000 Computer network services

Additional classification (cpv): 72500000 Computer-related services

Additional classification (cpv): 72253000 Helpdesk and support services

5.1.2 Place of performance

Postal address: 6a Circuit de La Foire Internationale, 1347 Kirchberg Luxembourg

Town: Luxembourg

Postcode: 1347

Country subdivision (NUTS): Luxembourg (LU000)

Country: Luxembourg

Additional information:

5.1.3 Estimated duration

Duration: 48 Month

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): no

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

5.1.9 Selection criteria

Criterion:

Type: Economic and financial standing

Description: Selection criteria as stated in the procurement documents

The criteria will be used to select the candidates to be invited for the second stage of the procedure

Criterion:

Type: Technical and professional ability

Description: Selection criteria as stated in the procurement documents

The criteria will be used to select the candidates to be invited for the second stage of the procedure

Criterion:

Type: Suitability to pursue the professional activity

Description: Selection criteria as stated in the procurement documents

The criteria will be used to select the candidates to be invited for the second stage of the procedure

Information about the second stage of a two-stage procedure:

Minimum number of candidates to be invited for the second stage of the procedure: 3

The procedure will take place in successive stages. At each stage, some participants may be eliminated

The buyer reserves the right to award the contract on the basis of the initial tenders without any further negotiations

5.1.10 Award criteria

Criterion:

Type: Quality

Name:

Description: as indicated in the tender documents

Criterion:

Type: Price

Name:

Description: as indicated in the tender documents

Description of the method to be used if weighting cannot be expressed by criteria:

Justification for not indicating the weighting of the award criteria:

5.1.11 Procurement documents

Languages in which the procurement documents are officially available: English

Deadline for requesting additional information: 06/09/2024 11:00 +02:00

Address of the procurement documents: <https://www.esm.europa.eu/how-we-work/procurement>

5.1.12 Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://www.esm.europa.eu/how-we-work/procurement>

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

Electronic catalogue: Not allowed

Variants: Not allowed

Deadline for receipt of tenders: 18/09/2024 11:00 +02:00

Terms of contract:

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

Electronic invoicing: Allowed

Electronic ordering will be used: no

Electronic payment will be used: yes

5.1.15 Techniques

Framework agreement:

Framework agreement, without reopening of competition

Information about the dynamic purchasing system:

No dynamic purchase system
Electronic auction: no

5.1.16 Further information, mediation and review

Mediation organisation: European Stability Mechanism (ESM)
Review organisation: European Stability Mechanism (ESM)
Organisation providing more information on the review procedures: European Stability Mechanism (ESM)
Organisation processing tenders: European Stability Mechanism (ESM)

8 Organisations

8.1 ORG-0001

Official name: European Stability Mechanism (ESM)
Registration number: 20128400045
Postal address: 6a Circuit de la Foire Internationale
Town: Luxembourg
Postcode: 1347
Country subdivision (NUTS): Luxembourg (LU000)
Country: Luxembourg
Contact point: Marion Courbis
Email: procurement@esm.europa.eu
Telephone: +352 2609620
Internet address: <https://www.esm.europa.eu/>
Buyer profile: <https://www.esm.europa.eu/how-we-work/procurement>
Roles of this organisation:
Buyer
Organisation processing tenders
Review organisation
Organisation providing more information on the review procedures
Mediation organisation

11 Notice information

11.1 Notice information

Notice identifier/version: 87009a65-f3a7-4799-bb9c-2a98dc5a5e02 - 01
Form type: Competition
Notice type: Contract or concession notice – standard regime
Notice dispatch date: 13/08/2024 11:20 +00:00
Languages in which this notice is officially available: English

11.2 Publication information