

This notice in TED website: <https://ted.europa.eu/udl?uri=TED:NOTICE:166812-2019:TEXT:EN:HTML>

Luxembourg-Luxembourg: Provision of Support and Implementation Services for the ESM ServiceNow 2019/S 071-166812

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1) Name and addresses

European Stability Mechanism
6a, Circuit de la Foire Internationale
Luxembourg
L-1347
Luxembourg
Contact person: Ralitsa Yovcheva-Hahn
Telephone: +352 2609620
E-mail: procurement@esm.europa.eu
NUTS code: LU

Internet address(es):

Main address: www.esm.europa.eu

I.2) Information about joint procurement

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 Support and Implementation Services for the ESM ServiceNow
Reference number: IT/05/SN/RYPH/19

II.1.2) Main CPV code

72000000

II.1.3) Type of contract

Services

II.1.4) Short description:

In 2015 the ESM selected ServiceNow as Software as a Service (“SaaS”) for the ESM IT Service and FM Management. The ESM intends to establish a Framework Agreement with a single service provider for the provision of support and implementation services for the ESM ServiceNow. The support services will have to be provided on recurrent basis. The implementation services shall be understood as complex changes to the solution (e.g. additional enhancements, functionalities or features to the implemented Solution, as well as any changes, configurations or releases thereto to reflect changes in practices, processes, etc.)

II.1.5) **Estimated total value**

II.1.6) **Information about lots**

This contract is divided into lots: no

II.2) **Description**

II.2.1) **Title:**

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

72253200

II.2.3) **Place of performance**

NUTS code: LU

II.2.4) **Description of the procurement:**

The ESM intends to establish a Framework Agreement with a single provider for the provision of support and implementation services ServiceNow as Software as a Cloud Service (“SaaS”) for the ESM IT and FM Service Management. The ESM will award the Framework Agreement to the service provider who meets best the award criteria set in the procurement documents and obtains the highest final score.

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: 24

This contract is subject to renewal: yes

Description of renewals:

At the request and in the sole discretion of the ESM, the term of the contract may be extended by 1 or 2 additional years. The maximum duration of the Framework Agreement will be 4 years.

II.2.9) **Information about the limits on the number of candidates to be invited**

II.2.10) **Information about variants**

Variants will be accepted: no

II.2.11) **Information about options**

Options: no

II.2.12) **Information about electronic catalogues**

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
- III.1.5) **Information about reserved contracts**
- III.2) **Conditions related to the contract**
- III.2.1) **Information about a particular profession**
- III.2.2) **Contract performance conditions:**
- III.2.3) **Information about staff responsible for the performance of the contract**

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.1.4) **Information about reduction of the number of solutions or tenders during negotiation or dialogue**
- IV.1.5) **Information about negotiation**
- IV.1.6) **Information about electronic auction**
- 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**
- IV.2.2) **Time limit for receipt of tenders or requests to participate**
Date: 06/05/2019
Local time: 14:00
- IV.2.3) **Estimated date of dispatch of invitations to tender or to participate to selected candidates**
Date: 16/05/2019
- 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)
- IV.2.7) **Conditions for opening of tenders**

Section VI: Complementary information

- VI.1) **Information about recurrence**
This is a recurrent procurement: no
- VI.2) **Information about electronic workflows**
- VI.3) **Additional information:**

Neither Directive 2014/24/EU of the European Parliament and of the Council of 26.2.2014, nor Regulation (EU, Euratom) No. 966/2012 of the European Parliament and of the Council (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. This procurement is carried out by the ESM under a negotiated procedure in the meaning of the ESM Procurement Policy. Please refer to the ESM website for additional details.

VI.4) **Procedures for review**

VI.4.1) **Review body**

ESM Procurement Review Panel
6a, Circuit de la Foire Internationale
Luxembourg
L-1347
Luxembourg
E-mail: procurementreview@esm.europa.eu

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

VI.4.3) **Review procedure**

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

ESM Procurement Review Panel
6a, Circuit de la Foire Internationale
Luxembourg
L-1347
Luxembourg
E-mail: procurementreview@esm.europa.eu

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

03/04/2019