

This notice in TED website: <https://ted.europa.eu/udl?uri=TED:NOTICE:202942-2019:TEXT:EN:HTML>

**Luxembourg-Luxembourg: Provision of Support and Implementation Services for the ESM ServiceNow
2019/S 085-202942**

Corrigendum

Notice for changes or additional information

Services

(Supplement to the Official Journal of the European Union, 2019/S 071-166812)

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority/entity

- 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

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.).

Section VI: Complementary information

VI.5) **Date of dispatch of this notice:**
29/04/2019

VI.6) **Original notice reference**
Notice number in the OJ S: [2019/S 071-166812](#)

Section VII: Changes

VII.1) **Information to be changed or added**

VII.1.2) **Text to be corrected in the original notice**

Section number: III.1.3)

Place of text to be modified: Technical and professional ability

Instead of:

Selection criteria as stated in the procurement documents

Read:

Selection criteria as stated in the procurement documents amended as of 29.4.2019.

Section number: IV.2.2)

Place of text to be modified: Time limit for receipt of tenders or requests to participate

Instead of:

Date: 06/05/2019

Local time: 14:00

Read:

Date: 13/05/2019

Local time: 11:00

VII.2) **Other additional information:**