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## Luxembourg-Luxembourg: Provision of Support and Implementation Services for the ESM ServiceNow 2023/S 099-309566

### Contract notice

### Services

#### Legal Basis:

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. Please refer to the ESM website and procurement documents for more information.

#### 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: L-1347

Country: Luxembourg

Contact person: Marion Courbis

E-mail: [procurement@esm.europa.eu](mailto:procurement@esm.europa.eu)

Telephone: +352 2609620

##### **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/how-we-work/procurement>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://in-tendhost.co.uk/esm/aspx/Home>

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/06/SN/MC/23

###### 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 ESM uses ServiceNow as Software as a Cloud Service ('SaaS') for its current IT and FM service management.

The ESM intends to establish a framework agreement with a single service provider for the provision of ServiceNow support and implementation services. The service provider should comprehensively deliver the support and implementation services requested in the tender documents available from the ESM procurement tool.

The ESM has over 400 active users and uses currently one production, one development and one user acceptance test (UAT) environment and the current ServiceNow version used is the Tokyo version. Licences are out of scope of this tender.

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)**

72250000 System and support services

II.2.3) **Place of performance**

NUTS code: LU000 Luxembourg

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

The ESM uses ServiceNow as Software as a Cloud Service ('SaaS') for its current IT and FM service management.

The ESM intends to establish a framework agreement with a single service provider for the provision of ServiceNow support and implementation services. The service provider should comprehensively deliver the support and implementation services requested in the tender documents available from the ESM procurement tool.

The ESM has over 400 active users and uses currently one production, one development and one user acceptance test (UAT) environment and the current ServiceNow version used is the Tokyo version. Licences are out of scope of this tender.

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: 48

This contract is subject to renewal: no

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: 22/06/2023

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

### **Section VI: Complementary information**

#### **VI.1) Information about recurrence**

This is a recurrent procurement: no

#### **VI.3) Additional information:**

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#### **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: L-1347  
Country: Luxembourg  
E-mail: [procurementreview@esm.europa.eu](mailto:procurementreview@esm.europa.eu)

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

Official name: ESM Procurement Review Panel  
Town: Luxembourg  
Country: Luxembourg  
E-mail: [procurementreview@esm.europa.eu](mailto:procurementreview@esm.europa.eu)

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

17/05/2023