

Luxembourg: Compliance software development services Operational Risk Management Software

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: Operational Risk Management Software

Description: The objective of this procurement procedure is to identify a Service Provider able to provide an Operational Risk Management Software containing the following functionalities: Policies and procedure repository, Business processes / controls repository, RCSA, Operational risk incident management, Key risk indicators, Reporting. This tool should enable the Operational Risk Management team to work in a more effective manner, by automating and enhancing the existing processes. The Contract will be awarded for an initial period of four (4) years. The ESM may, at its sole discretion, extend the Contract for up to an additional three (3) years, resulting in a maximum potential Contract term of seven (7) years.

Procedure identifier: 38a55850-4076-47f6-a747-738027b4baa2

Internal identifier: PRC0003791

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

The procedure is accelerated: no

2.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 72212170 Compliance software development services

Additional classification (cpv): 72222300 Information technology 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

5 Lot

5.1 Lot: LOT-0003

Title: Operational Risk Management Software

Description: The objective of this procurement procedure is to identify a Service Provider able to provide an Operational Risk Management Software containing the following functionalities: Policies and procedure repository, Business processes / controls repository, RCSA, Operational risk incident management, Key risk indicators, Reporting. This tool should enable the Operational Risk Management team to work in a more effective manner, by automating and enhancing the existing processes.

5.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 72261000 Software support services

Additional classification (cpv): 72222300 Information technology services

5.1.2 Place of performance

Postal address: 6a Circuit de La Foire Internationale

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): yes

5.1.9 Selection criteria

Sources of selection criteria: Procurement Document

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

5.1.10 Award criteria

Criterion:

Type: Quality

Description: as stated in the procurement documents

Criterion:

Type: Price

Description: as stated in the procurement documents

5.1.11 Procurement documents

Languages in which the procurement documents are officially available: English

Languages in which the procurement documents (or their parts) are unofficially available: English

Deadline for requesting additional information: 01/07/2026 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://in-tendhost.co.uk/esm/asp/Home>

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

Electronic catalogue: Not allowed

Variants: Not allowed

Deadline for receipt of requests to participate: 17/07/2026 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: Required

Electronic ordering will be used: yes

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

5.1.16 Further information, mediation and review

Review organisation: European Stability Mechanism (ESM)

Organisation providing more information on the review procedures: European Stability Mechanism (ESM)

Organisation receiving requests to participate: 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: ESM

Postal address: 6a Circuit de la Foire Internationale

Town: Luxembourg

Postcode: 1347

Country subdivision (NUTS): Luxembourg (LU000)

Country: Luxembourg

Contact point: Ms Kallirroi Kapetanaki

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#headline-procurement_opportunities

Roles of this organisation:

Buyer

TED eSender

Organisation receiving requests to participate

Organisation processing tenders

Review organisation

Organisation providing more information on the review procedures

Notice information

Notice identifier/version: c245a350-c317-4303-8986-1e565751a93e - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice dispatch date: 10/06/2026 16:12 +00:00

Languages in which this notice is officially available: English