

ECB - restricted procedure (services) for the provision of hardware support for Intel-based server systems (D-Frankfurt-on-Main)**2003/S 44-037448****Tender notice**

1. **Awarding authority:** Directorate-General Information Systems, c/o Ms M. Hofmann, European Central Bank, Kaiserstraße 29, D-60311 Frankfurt am Main. Fax: (49-69) 13 44 77 07.
2. **Category of services and description, CPC reference number, quantity, options:** CPV No: 72500000; 72521000.
To perform the abovementioned activity, suppliers should have experience and a proven track record in the following areas:
 - support for HP / ProLiant servers and associated hardware;
 - ability to provide support for production systems on a 24-hour / 7-days-per-week basis;
 - ability to provide support by English speaking technicians with relevant parts on-site within a two-hour time period;
 - ability to communicate and work in an English language environment;
 - experience with organizational policies and processes associated with major public institutions;
 - the estimated value of the contract being tendered is approximately 250 000 EUR over two years.
3. **Place where services are to be provided:** At the ECB premises in Frankfurt am Main.
4. (a) **Reserved for a particular profession:** Not applicable.
(b) **Law, regulation or administrative provision:** Not applicable.
5. **Division into lots:** No.
6. **Envisaged number or range of service providers that will be invited to tender:** Assuming a sufficient number of responses, a minimum of five applicants will be short-listed to receive the invitation to tender. Preference will be given to contractors who can show evidence of technical experience in the successful provision of hardware support for Intel-based server systems and are able to meet the ECB requirements in appropriate manner.
7. **Variants:** No.
8. **Time-limits for the completion or duration of the contract, for starting or providing the service:** The contract will be awarded for an initial two-year period with an option for extension.
9. **Legal form to be assumed by the grouping of suppliers to whom the contract is awarded:** The establishment of a temporary grouping is allowed. In the application, all the members of the temporary grouping must declare in writing that: (i) in case of an order they will provide all services as a temporary grouping and (ii) all the members will have joint and several liability for the performance of the contract. The parts of the supplies and/or services that will be performed by single companies shall be specified.
10. (a) **Justification for accelerated procedure:** Not applicable.
(b) **Final date for the receipt of requests to participate:** By 17.00 hours CET on 31 March 2003.
(c) **Address to which they must be sent:** Written applications should be received at the abovementioned address. Applications sent by fax or electronic means will not be accepted. The envelope should be marked: 'Restricted Tender / REF.: HP Hardware

Support Services'. All applications have to be signed by an authorized person.

- (d) **Language in which they must be drawn up:** All applications and offers must be submitted in English.
11. **Final date for the despatch of the invitation to tender:** It is expected that the invitations to tender will be despatched to the selected companies by 30.4.2003.
12. **Deposit and guarantees:** Not applicable.
13. **Information on the service provider's own position, and the information and formalities needed to assess the minimum economic and technical standards required:** Providers interested in tendering must submit the following information with their application:
- (a) name, legal status, VAT number, address, telephone and fax numbers, as well as the name of the person responsible for the application;
 - (b) copy of the balance sheets and trading accounts or other equivalent documentary evidence for the past three years;
 - (c) statement as to the overall turnover for services similar to those required in this contract, realized in each of the past three financial years;
 - (d) proof of enrolment on the trading register in accordance with the conditions laid down in the Member State where established;
 - (e) detailed list of the main services carried out over the past three years similar to those required. More specifically, candidates must furnish detailed information about the exact nature and quantity of services offered for the main contracts performed;
 - (f) statement as to the average annual manpower of the candidate over the past three years, especially the technical staff able to provide the requested service (including information about what proportion of the technical staff has the requested English language skills), as well as the current staff levels;
 - (g) proof of experience and ability to provide the type of systems described (e.g. solid and verifiable references, solutions that are adopted to ensure high quality results and punctuality for its clients, description of products);
 - (h) any further documentation the candidate deems useful to provide.
- For case of comparison the above information should be provided in English, unless it is official documentation that is only available in the original language of the applicant.
14. **Criteria for the award of the contract:** The economically most advantageous tender as further specified in the invitation to tender document.
15. **Date of dispatch of the notice:** 20 February 2003.
16. **Date of receipt by the Office for Official Publications of the European Communities:** 20 February 2003.