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Germany-Frankfurt-on-Main: ECB - Provision, implementation and maintenance of an out-hosted ORM/BCM system 2015/S 128-234434

Contract notice

Services

Directive 2004/18/EC

Section	I: Contracting authority
l.1)	Name, addresses and contact point(s)
	European Central Bank
	Sonnemannstraße 22
	Contact point(s): Central Procurement Office
	For the attention of: Fernando Albi
	60314 Frankfurt-on-Main
	GERMANY
	Telephone: +49 6913440
	E-mail: procurement@ecb.europa.eu
	Fax: +49 6913447110
	Internet address(es):
	General address of the contracting authority: http://www.ecb.europa.eu
	Electronic access to information: http://www.ecb.europa.eu/ecb/jobsproc/tenders/html/index.en.html
	Further information can be obtained from: The above mentioned contact point(s)
	Specifications and additional documents (including documents for competitive dialogue and a dynamic
	purchasing system) can be obtained from: The above mentioned contact point(s)
	Tenders or requests to participate must be sent to: The above mentioned contact point(s)
I.2)	Type of the contracting authority
	European institution/agency or international organisation
1.3)	Main activity
	Economic and financial affairs
1.4)	Contract award on behalf of other contracting authorities
	The contracting authority is purchasing on behalf of other contracting authorities: no
Section	II: Object of the contract
II.1)	Description
II.1.1)	Title attributed to the contract by the contracting authority:
,	Provision, implementation and maintenance of an out-hosted ORM/BCM system.
II.1.2)	Type of contract and location of works, place of delivery or of performance
	Services
	Service category No 7: Computer and related services
	Main site or location of works, place of delivery or of performance: Frankfurt-on-Main. NUTS code DE712

II.1.3) Information about a public contract, a framework agreement or a dynamic purchasing system (DPS) The notice involves a public contract

II.1.4) Information on framework agreement

II.1.5) Short description of the contract or purchase(s)

The ECB is seeking to implement an out-hosted software system to support its operational risk management (ORM) and business continuity management (BCM) activities (hereinafter called an ORM/BCM tool) as well as its maintenance for a period of 4 years. The offer shall include an incident management module. The objective is to improve the effectiveness and efficiency of the data collection and maintenance in a decentralised manner as well as facilitate reporting. Overall, the tool is expected to support improving the maturity of ORM and BCM implementations at the ECB.

II.1.6) Common procurement vocabulary (CPV) 48000000, 72000000

II.1.7) Information about Government Procurement Agreement (GPA) The contract is covered by the Government Procurement Agreement (GPA)

The contract is covered by the Government Procurement Agreement (GPA): no

II.1.8) Lots

This contract is divided into lots: no

II.1.9) Information about variants Variants will be accepted: no

II.2) Quantity or scope of the contract

II.2.1) Total quantity or scope:

The scope of the contract requires to carry out the following tasks:

— the implementation of an ORM/BCM tool based on the requirements documentation developed by the ECB that will be provided in the invitation to tender documentation,

- any work and services required to configure the tool to the needs of the ECB,
- the provision of user and system documentation,

— the training of users (including administrators, i.e. data content managers), including the provision of training materials. Training sessions will be held on the ECB's premises,

- assistance in migrating the existing data to the ORM/BCM tool, and
- support and maintenance of the system for the period of the contract, i.e. 4 years.

II.2.2) Information about options

Options: no

II.2.3) Information about renewals

This contract is subject to renewal: no

II.3) **Duration of the contract or time limit for completion** Duration in months: 48 (from the award of the contract)

Section III: Legal, economic, financial and technical information

III.1) Conditions relating to the contract

III.1.1) **Deposits and guarantees required:** Details, where applicable, will be provided in the call for applications and the invitation to tender (ITT) and its

annexes.

III.1.2) Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them:

Payment arrangements in line with the terms and conditions of the contract.

07/07/2015 S128 European Central Bank - Service contract - Contract notice - Negotiated procedure http://ted.europa.eu/TED Supplement to the Official Journal of the European Union III.1.3) Legal form to be taken by the group of economic operators to whom the contract is to be awarded: The establishment of a temporary grouping is allowed under the conditions laid down in the call for applications and its annexes.

III.1.4) Other particular conditions

The performance of the contract is subject to particular conditions: no

III.2) Conditions for participation

III.2.1) Personal situation of economic operators, including requirements relating to enrolment on professional or trade registers

Information and formalities necessary for evaluating if the requirements are met: Please see the details in the application/tender documentation to be requested from the contact point indicated in Sections I.1 and VI.3.

III.2.2) Economic and financial ability

Information and formalities necessary for evaluating if the requirements are met: Candidates shall complete the application form (Annex 1 to the call for applications).

Minimum level(s) of standards possibly required: The candidates' economic and financial capacity will be assessed on the basis of their financial situation. The annual net turnover must be at least 262 000 EUR for each of the last 3 financial years. In the case of a temporary grouping, one of the members shall have achieved 60 % of the above amount on its own.

III.2.3) Technical capacity

Information and formalities necessary for evaluating if the requirements are met:

Candidates shall complete the application form (Annex 1 to the call for applications).

Minimum level(s) of standards possibly required:

Candidates must meet the following minimum requirements:

— at least 6 similar contracts performed during the last 3 financial years, which are comparable in terms of scope, size and complexity with the contract tendered by the ECB,

- at least 10 employees working in the field of ORM/BCM tool development, support and hosting.

III.2.4) Information about reserved contracts

III.3) Conditions specific to services contracts

III.3.1) Information about a particular profession

Execution of the service is reserved to a particular profession: no

III.3.2) Staff responsible for the execution of the service

Section IV: Procedure

IV.1) Type of procedure

IV.1.1) Type of procedure

Negotiated

Some candidates have already been selected (if appropriate under certain types of negotiated procedures) no

IV.1.2) Limitations on the number of operators who will be invited to tender or to participate

Envisaged number of operators: 6

Objective criteria for choosing the limited number of candidates: Among the candidates meeting the minimum requirements set out in Section III.2, the ECB shall select those which best meet the following selection criterion: the candidate's general experience and expertise, assessed on the basis of the candidate's past experience and its reference contracts which are comparable in terms of scope, size and complexity with the contract tendered by the ECB.

IV.1.3)	Reduction of the number of operators during the negotiation or dialogue
, IV.2)	Award criteria
IV.2.1)	 Award criteria The most economically advantageous tender in terms of the criteria stated below 1. Price. Weighting 50 2. Compliance with the functional requirements. Weighting 35 3. Compliance with the information systems security requirements. Weighting 5 4. Compliance with the service level agreement. Weighting 5 5. Compliance with the draft contract. Weighting 5
IV.2.2)	Information about electronic auction An electronic auction will be used: no
IV.3)	Administrative information
IV.3.1)	File reference number attributed by the contracting authority: PRO-000668.
IV.3.2)	Previous publication(s) concerning the same contract
IV.3.3)	Conditions for obtaining specifications and additional documents or descriptive document
IV.3.4)	Time limit for receipt of tenders or requests to participate 4.8.2015 - 18:00
IV.3.5)	Date of dispatch of invitations to tender or to participate to selected candidates
IV.3.6)	Language(s) in which tenders or requests to participate may be drawn up English.
IV.3.7)	Minimum time frame during which the tenderer must maintain the tender
IV.3.8)	Conditions for opening of tenders
Section	VI: Complementary information
VI.1)	Information about recurrence
	This is a recurrent procurement: no
VI.2)	Information about European Union funds

The contract is related to a project and/or programme financed by European Union funds: no

VI.3) Additional information

The documentation for this procurement can be downloaded from an Internet platform. If you are interested to participate in the procurement procedure, please register via the Internet platform using the following Internet address, user name and password:

Internet address: https://www.ecb.europa.eu/secure/procurement/

User name: 000668/IS/2015

Password: 7B4EED

After you have registered, an e-mail will be sent to you with a new user name and password. The Internet address will remain the same. Please use the new user name and password to download the application/tender documentation.

However, your mere registration and downloading the documentation does not constitute an application/tender. You must submit your application/tender in hard copy version to the ECB, on time, in the format requested and including the content as further instructed in the application/tender documentation. Should you experience any problems in accessing the Internet platform for registration and/or downloading the application/tender documentation please do not hesitate to contact the ECB under the following e-mail address: procurement@ecb.europa.eu quoting the procurement number and problem experienced.

The ECB shall endeavour to answer all queries concerning access as quickly as possible but cannot guarantee a minimum response time. The ECB shall not be bound to reply to queries received less than 7 calendar days before the time limit for the submission of tenders.

The tender procedure shall be open on equal terms to all natural or legal persons resident or located in the European Union and to all natural and legal persons resident or located in a country which has ratified the World Trade Organisation Agreement on Government Procurement or has concluded with the European Union a bilateral agreement on procurement under the conditions laid down in the said agreements.

The tender procedure is conducted in accordance with Decision of the European Central Bank of 3.7.2007 laying down the Rules on Procurement (ECB/2007/5) (as amended), available on the ECB website at http:// www.ecb.europa.eu (please look for the link 'for suppliers').

During the tender procedure tenderers shall not contact any ECB staff members or organisations/persons working for the ECB with regard to this tender procedure other than the person indicated in Section I.1). Tenderers shall also not contact potential competitors unless they intend to form a temporary grouping with them or to involve them as subcontractors. Any violation of this communication rule may lead to the exclusion of the tenderer in question.

VI.4) Procedures for appeal

VI.4.1) Body responsible for appeal procedures

Procurement Review Body of the European Central Bank, c/o Legal Advice Team Sonnemannstraße 22 60314 Frankfurt-on-Main GERMANY Telephone: +49 6913440 Internet address: http://www.ecb.europa.eu Fax: +49 6913446886 Body responsible for mediation procedures European Ombudsman 1 avenue du Président Robert Schuman 67001 Strasbourg FRANCE

VI.4.2) Lodging of appeals

Precise information on deadline(s) for lodging appeals: 15 days from the receipt of the information specified in Article 28(3) of Decision of the European Central Bank of 3.7.2007 laying down the Rules on Procurement (ECB/2007/5) or, if no information is requested, 15 days from the receipt of the notification to unsuccessful tenderers. Further requirements are outlined in Article 33 of this Decision. A complaint to the European Ombudsman does not affect the deadline for lodging appeals.

VI.4.3) Service from which information about the lodging of appeals may be obtained

Central Procurement Office Sonnemannstraße 22 60314 Frankfurt-on-Main GERMANY Telephone: +49 6913440 VI.5) Date of dispatch of this notice: 25.6.2015