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**D-Frankfurt-on-Main: ECB - provision of consultancy work supporting
the upgrading of the ECB's procure-to-pay processes in SAP
2011/S 154-254890**

CONTRACT NOTICE

Works

SECTION I: CONTRACTING AUTHORITY

I.1) NAME, ADDRESSES AND CONTACT POINT(S)

European Central Bank
Kaiserstraße 29
Attn: Ms Sonsoles Alonso
60311 Frankfurt-on-Main
GERMANY
Tel. +49 691344-0
E-mail: procurement@ecb.europa.int
Fax +49 691344-7110

Internet address(es)

General address of the contracting authority <http://www.ecb.int>

Further information can be obtained at:

European Central Bank
Kaiserstraße 29
Contact: Central Procurement Office
Attn: Sonsoles Alonso
60311 Frankfurt-on-Main
GERMANY
Tel. +49 691344-0
E-mail: procurement@ecb.europa.int
Fax +49 691344-7110

Internet: http://www.ecb.europa.eu/ecb/jobsproc/archive/html/tenderdoc_sapconsult.en.html

Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained at:

European Central Bank
Kaiserstraße 29
Contact: Bidders will receive a user name and password to a dedicated site once they have submitted the duly signed confidentiality agreement (see annex to the invitation to tender)
Attn: Sonsoles Alonso
Frankfurt-on-Main
GERMANY
Tel. +49 691344-0
E-mail: procurement@ecb.europa.int
Fax +49 691344-7110

Tenders or requests to participate must be sent to: As in above-mentioned contact point(s)

I.2) **TYPE OF THE CONTRACTING AUTHORITY AND MAIN ACTIVITY OR ACTIVITIES**

European institution/agency or international organisation

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 of consultancy work supporting the upgrading of the ECB's procure-to-pay processes in SAP.

II.1.2) **Type of contract and location of works, place of delivery or of performance**

Works

NUTS code DE712

II.1.3) **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 has embarked on the review of its procure-to-pay process in SAP and is closing the project initiation phase. In this respect, a proposal has already been produced outlining the high-level 'to-be' business process map, the future SAP-based IT landscape, a proposed organisational model and the high-level change management steps involved in the transition from the current situation to the future one. Further information will be provided subject to the submission of the duly signed confidentiality agreement in annex to the invitation to tender (see Internet address: http://www.ecb.europa.eu/ecb/jobsproc/archive/html/tenderdoc_sapconsult.en.html). Upon receipt of the duly signed confidentiality agreement tenderers will then receive a user name and password to a dedicated site.

The ECB is now looking for a provider of consultancy services to support the preparation phase of the procure-to-pay project. In particular, the successful company shall build upon existing draft business scenarios to further detail the required system functionality. It is also expected that the successful company develops the architecture and technical design of the to-be system taking as a basis point the as-is SAP implementation at ECB together with the identification of changes to the existing technical capacity and operational procedures. Furthermore, it is expected that the successful company will further plan and detail the relevant change management activities which will be required during the project preparation phase and the project implementation phase. The successful company shall support those change management activities which should already start in the project preparation phase. As part of the work to be conducted the successful company will provide the following deliverables:

I. Specification of functional requirements covering SAP-based needs and functionality supported by complementary tools (see ITT):

(i) description of system functionality taking into consideration SAP-specific best practices, whenever applicable;

(ii) test case scenarios supporting the later verification of the successful configuration of the system.

The approach used to produce the above deliverables should follow generally accepted standards and shall allow the traceability to-be business scenario <-> functional requirement <-> test scenario. The proposals should suggest the format of these deliverables taking into consideration that ECB uses IBM DOORS as a requirements management tool and that it envisages deploying SAP Solution Manager. The possibility of migrating the deliverables produced by the successful company to SAP Solution Manager would be welcomed.

II. Non-functional requirements:

- (i) system architecture and detailed technical design covering the as-is and to-be system (a template system architecture document will be available for download following the submission of the duly signed confidentiality agreement — see invitation to tender);
- (ii) detailed technical specification from the as-is and the to-be system;
- (iii) detailed increase capacity plan for the to-be system (a template system capacity plan and capacity worksheet will be available for download following the submission of the duly signed confidentiality agreement);
- (iv) detailed analysis of the new operational procedures and amendments to the existing operational procedures required by the to-be system.

III. Change management activities, organised according to the following work streams:

- (i) development of training material taking into account the envisaged solution for the different user roles. The training material should be tested with the preparation phase project team (15–20 members) and amended in accordance with the feedback received;
- (ii) support the revision of the current rules and procedures and development of manual of procedures encompassing the procurement, purchasing and inventory management activities;
- (iii) data migration needs, including an identification of the as-is systems containing data to be migrated, the definition of the data sets to be migrated and the data migration technique to be adopted;
- (iv) detailed roadmap for the transition from the current environment to the future business processes (including communication and training plan) as well as a detailed roadmap for the technical transition (including data migration). These roadmaps should define the necessary activities to be undertaken as part of each work stream together with the respective dependencies and expected durations.

It is expected that the successful company shall conduct workshops with the ECB project team and other stakeholders with a view of collecting the necessary information.

II.1.6) **Common procurement vocabulary (CPV)**

72265000, 72221000, 72212430, 72212490, 72210000

II.1.7) **Contract covered by the Government Procurement Agreement (GPA)**

Yes

II.1.8) **Division into lots**

No

II.1.9) **Variants will be accepted**

No

II.2) **QUANTITY OR SCOPE OF THE CONTRACT**

II.2.1) **Total quantity or scope**

Excluding VAT

Range between 194 000 and 800 000 EUR

II.2.2) **Options**

Yes

description of these options: See invitation to tender.

provisional timetable for recourse to these options: in months: 7 (from the award of the contract)

II.3) **DURATION OF THE CONTRACT OR TIME-LIMIT FOR COMPLETION**

Duration in months: 16 (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**

No deposit is required, but where applicable, the successful tenderer (or in the case of a successful consortium bid, each member of the consortium) may be required to provide a parent-company guarantee.

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

Method of payment will be in accordance with the terms and conditions of the contract.

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 of companies is allowed under the conditions laid down in the invitation to tender.

III.1.4) Other particular conditions to which the performance of the contract is subject

Yes

The signing of the contract is subject to the approval of the budget by ECB internal bodies.

III.2) CONDITIONS FOR PARTICIPATION

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

III.2.2) Economic and financial capacity

Information and formalities necessary for evaluating if requirements are met: The tenderers' economic and financial capacity will be assessed on the basis of their financial situation (turnover and profit and loss) during the last 3 financial years (see ITT for further information).

Minimum level(s) of standards possibly required Tenderers shall have had, in the last 3 financial years, an annual net turnover of at least 1 600 000 EUR.

III.2.3) Technical capacity

Information and formalities necessary for evaluating if requirements are met:

The tenderers' technical and professional capacity will be assessed on the basis of the following criterion: the tenderers' experience which will be assessed on the basis of reference contracts.

As proof, tenderers shall submit the documents listed in the tender submission form (see ITT — Annex 2).

Minimum level(s) of standards possibly required

- tenderers shall have performed during the last 5 financial years at least 3 similar contracts,
- must be certified SAP service partners (or special expertise partner in all the relevant fields),
- be able to deliver the services in English.

III.2.4) Reserved contracts

III.3) CONDITIONS SPECIFIC TO SERVICES CONTRACTS

III.3.1) Execution of the service is reserved to a particular profession

III.3.2) Legal entities should indicate the names and professional qualifications of the staff responsible for the execution of the service

SECTION IV: PROCEDURE

IV.1) TYPE OF PROCEDURE

IV.1.1) Type of procedure

Open

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

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 in the specifications, in the invitation to tender or to negotiate or in the descriptive document

IV.2.2) **An electronic auction will be used**

No

IV.3) **ADMINISTRATIVE INFORMATION**

IV.3.1) **File reference number attributed by the contracting authority**

'Procure-to-Pay Project 19108'.

IV.3.2) **Previous publication(s) concerning the same contract**

No

IV.3.3) **Conditions for obtaining specifications and additional documents**

Time limit for receipt of requests for documents or for accessing documents 9.9.2011

IV.3.4) **Time-limit for receipt of tenders or requests to participate**

16.9.2011

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**

Duration in month(s): 8 (from the date stated for receipt of tender)

IV.3.8) **Conditions for opening tenders**

Persons authorised to be present at the opening of tenders Yes

Members of staff of the ECB only.

SECTION VI: COMPLEMENTARY INFORMATION

VI.1) **THIS IS A RECURRENT PROCUREMENT**

No

VI.2) **CONTRACT RELATED TO A PROJECT AND/OR PROGRAMME FINANCED BY EU FUNDS**

No

VI.3) **ADDITIONAL INFORMATION**

The tender procedure is conducted in accordance with Decision ECB/2007/5 of 3.7.2007 laying down the rules on procurement (OJ L 184, 14.7.2007, p. 34) as amended by Decision ECB/2009/2 (OJ L 51, 24.2.2009, p. 10) and Decision ECB/2010/8 (OJ L 238, 9.9.2010, p. 14), all published on <http://www.ecb.europa.eu/ecb/jobsproc/tenders/html/index.en.html>

VI.4) **PROCEDURES FOR APPEAL**

VI.4.1) **Body responsible for appeal procedures**

Procurement Review Body of the ECB, c/o Legal Advice Team

Kaiserstraße 29

60311 Frankfurt-on-Main

GERMANY

E-mail: legaladviceteam@ecb.int

Tel. +49 691344-0

Internet: <http://www.ecb.int>

Fax +49 691344-6886

Body responsible for mediation procedures

The European Ombudsman
1 avenue du Président Robert Schuman, CS 30403
67001 Strasbourg Cedex
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 the ECB procurement rules (see Section VI.3) 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 the ECB procurement rules (see Section VI.3).

The complaint to the European Ombudsman does not affect the submission deadline nor does it create a new deadline by which complaints can be submitted.

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

See above

VI.5) **DATE OF DISPATCH OF THIS NOTICE:**

2.8.2011