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**Germany-Frankfurt-am-Main: Provision of Managed Services and Works
for the ECB Unified Communication and Collaboration (EUCC) Solutions
2020/S 251-626984**

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1) Name and addresses

Official name: European Central Bank
Postal address: Sonnemannstrasse 22
Town: Frankfurt-am-Main
NUTS code: DE712 Frankfurt am Main, Kreisfreie Stadt
Postal code: 60314
Country: Germany
Contact person: Kim Riisgaard
E-mail: procurement@ecb.europa.eu
Telephone: +49 69/13440
Fax: +49 69/13447110

Internet address(es):

Main address: <http://www.ecb.europa.eu>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://www.ecb.europa.eu/ecb/jobsproc/sourcing/html/index.en.html>
Additional information can be obtained from the abovementioned address
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 Managed Services and Works for the ECB Unified Communication and Collaboration (EUCC) Solutions
Reference number: PRO-005354, PRO-005920, PRO-005921

II.1.2) Main CPV code

64200000 Telecommunications services

II.1.3) Type of contract

Services

- II.1.4) **Short description:**
The European Central Bank (ECB) is seeking suppliers to provide and manage the ECB unified telecommunication and collaboration services, telecommunication connectivity services and Trading communication/collaboration services. The ECB intends to establish one framework contract with a single operator per lot.
- II.1.5) **Estimated total value**
Value excluding VAT: 116 000 000.00 EUR
- II.1.6) **Information about lots**
This contract is divided into lots: yes
Tenders may be submitted for all lots
- II.2) **Description**
- II.2.1) **Title:**
Managed ECB Unified Telecommunication and Collaboration Services
Lot No: 1
- II.2.2) **Additional CPV code(s)**
64200000 Telecommunications services
32522000 Telecommunications equipment
32570000 Communications equipment
50330000 Maintenance services of telecommunications equipment
50300000 Repair, maintenance and associated services related to personal computers, office equipment, telecommunications and audio-visual equipment
- II.2.3) **Place of performance**
NUTS code: DE712 Frankfurt am Main, Kreisfreie Stadt
- II.2.4) **Description of the procurement:**
The ECB intends to establish a framework agreement with a managed service provider, aiming at modernising the existing telephony and communication infrastructure with a state-of-the-art and standardised solution. The awarded managed service provider for Lot 1 may be required to manage the awarded service providers for Lot 2 and Lot 3.
- II.2.5) **Award criteria**
Criteria below
Quality criterion - Name: Quality / Weighting: 50 %
Price - Weighting: 50 %
- II.2.6) **Estimated value**
Value excluding VAT: 99 000 000.00 EUR
- II.2.7) **Duration of the contract, framework agreement or dynamic purchasing system**
Duration in months: 60
This contract is subject to renewal: yes
Description of renewals:
The contract could be extended at the option of the ECB. In any event, the total duration of the contract shall not exceed 120 months.
- II.2.9) **Information about the limits on the number of candidates to be invited**
Envisaged number of candidates: 5
- 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**

II.2) **Description**

II.2.1) **Title:**

Telecommunication Connectivity Services
Lot No: 2

II.2.2) **Additional CPV code(s)**

32400000 Networks
32412000 Communications network
32412100 Telecommunications network
32412110 Internet network
32420000 Network equipment
32424000 Network infrastructure
32427000 Network system
32429000 Telephone network equipment
32522000 Telecommunications equipment
32551400 Telephone network
50330000 Maintenance services of telecommunications equipment
50334110 Telephone network maintenance services
64200000 Telecommunications services
72710000 Local area network services
32570000 Communications equipment

II.2.3) **Place of performance**

NUTS code: DE712 Frankfurt am Main, Kreisfreie Stadt

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

The ECB intends to establish a framework agreement with a managed service provider for telecommunication and network connectivity services to migrate the current ISDN based PSTN service to an All-IP SIP Trunking solution that is to be integrated in the MS Teams platform deployed by the ECB. This includes respective hardware (e.g. Session Boarder Controllers (SBC)). Furthermore, other telecommunication connectivity services (e.g. DSL Connections and/or other kinds of telecommunication lines) will be required.

For all of the above, also respective managed services will be required. The awarded managed service provider for Lot 1 may be required to manage the awarded service providers for Lot 2 and Lot 3.

II.2.5) **Award criteria**

Criteria below

Quality criterion - Name: Quality / Weighting: 25 %

Price - Weighting: 75 %

II.2.6) **Estimated value**

Value excluding VAT: 10 000 000.00 EUR

II.2.7) **Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months: 60

This contract is subject to renewal: yes

Description of renewals:

The contract could be extended at the option of the ECB. In any event, the total duration of the contract shall not exceed 120 months.

II.2.9) **Information about the limits on the number of candidates to be invited**

Envisaged number of candidates: 5

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**

II.2) **Description**

II.2.1) **Title:**

Trading Communication/Collaboration Services

Lot No: 3

II.2.2) **Additional CPV code(s)**

32522000 Telecommunications equipment

32570000 Communications equipment

50330000 Maintenance services of telecommunications equipment

64200000 Telecommunications services

50300000 Repair, maintenance and associated services related to personal computers, office equipment, telecommunications and audio-visual equipment

II.2.3) **Place of performance**

NUTS code: DE712 Frankfurt am Main, Kreisfreie Stadt

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

The ECB intends to establish a framework agreement with a managed service provider and aims to provide telecommunication facilities specific for the traders at the ECB including trading devices that allow the traders to fulfill their daily tasks, procedures and activities integrating with the services described in Lot 1 and Lot 2. Compliance regulations for traders require several features such as recording, and the support of the confidentiality level in which information is exchanged by the traders to be provided by the Candidate. The awarded managed service provider for Lot 1 may be required to manage the awarded service providers for Lot 2 and Lot 3.

II.2.5) **Award criteria**

Criteria below

Quality criterion - Name: Quality / Weighting: 50 %

Price - Weighting: 50 %

II.2.6) **Estimated value**

Value excluding VAT: 7 000 000.00 EUR

II.2.7) **Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months: 60

This contract is subject to renewal: yes

Description of renewals:

The contract could be extended at the option of the ECB. In any event, the total duration of the contract shall not exceed 120 months.

II.2.9) **Information about the limits on the number of candidates to be invited**

Envisaged number of candidates: 5

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.1.2) **Economic and financial standing**

List and brief description of selection criteria:

Candidates shall have the economic, financial, technical and professional capacity to perform the contract.

The candidates' economic and financial capacity will be assessed on the basis of their financial situation (total turnover and net turnover of the similar services or supplies).

Minimum level(s) of standards possibly required:

For Lot 1, candidates must meet the following minimum requirements:

(a) The average total net turnover of the candidate must be at least EUR 200 million for the last 3 financial years;

(b) The average net turnover of the similar services or supplies covered by the contract must be at least EUR 50 million for the last 3 financial years;

(c) Confirmation of professional risk indemnity insurance and/or third party/civil liability insurance.

For Lot 2, candidates must meet the following minimum requirements:

(a) The average total net turnover of the candidate must be at least EUR 100 million for the last 3 financial years;

(b) The average net turnover of the similar services or supplies covered by the contract must be at least EUR 30 million for the last 3 financial years.

(c) Confirmation of professional risk indemnity insurance and/or third party/civil liability insurance.

For Lot 3, candidates must meet the following minimum requirements:

(a) The average total net turnover of the candidate must be at least EUR 25 million for the last 3 financial years;

(b) The average net turnover of the similar services or supplies covered by the contract must be at least EUR 5 million for the last 3 financial years;

(c) Confirmation of professional risk indemnity insurance and/or third party/civil liability insurance.

III.1.3) **Technical and professional ability**

List and brief description of selection criteria:

The candidates' technical and professional capacity will be assessed on the basis of the following criteria.

Minimum level(s) of standards possibly required:

- (a) Quality assurance standards: the candidate needs to provide details of any quality assurance accreditation that their company hold/holds, e.g. ISO 9000, IT Service Management ISO 20000, Information Security ISO 27001 or equivalent standard.
- (b) the human resources that the candidate intends to use to perform the contract
- (b.1) For Lot 1: The average number of staff of the candidate during the period 2017-2019 must be at least 1000;
— The average number of staff of the candidate during the period 2017-2019 responsible for the tendered services must be at least 250.
- (b.2) For Lot 2: The average number of staff of the candidate during the period 2017-2019 must be at least 200.
— The average number of staff of the candidate during the period 2017-2019 responsible for services described in the Call for Application (CfA) must be at least 30.
- (b.3) For Lot 3: The average number of staff of the candidate during the period 2017-2019 must be at least 150.
— The average number of staff of the candidate during the period 2017-2019 responsible for services described in the CfA must be at least 15.
- (c) the candidates' experience for all three lots will be assessed on the basis of reference contracts. The candidates need to have performed at least 3 (three) similar contracts during the last four financial years, which are comparable in terms of scope, size and complexity with the Contract Tendered by the ECB.
- (d) The candidates' vendor partner status for all three lots. The candidates need to provide details regarding their official partner status with all of the manufacturers of the hardware and software components required to maintain the existing technologies and to deliver the requested services.

III.2) **Conditions related to the contract**

III.2.3) **Information about staff responsible for the performance of the contract**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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

In the case of framework agreements, provide justification for any duration exceeding 4 years:

Taking into consideration the 1) complexity and integration of the requested service, 2) the time needed for transition in/out by the selected suppliers and 3) the size of the investments required by the selected suppliers to be able to perform the requested services, a longer duration is justified.

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: yes

IV.2) **Administrative information**

IV.2.2) **Time limit for receipt of tenders or requests to participate**

Date: 05/02/2021

Local time: 12:00

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:**

The tender procedure is conducted via the ECB's electronic tendering system (e-tendering) which can be accessed via the following internet address:

<http://www.ecb.europa.eu/ecb/jobsproc/sourcing/html/index.en.html>

If you have not used the ECB's electronic tendering system before, you need to register via the above link (click on 'Register'). Subsequently to the registration, you will receive an automated notification with your user credentials to log in (click on 'Login') and to access the tender documentation.

Please note that:

— A registration to the above system is only required once and you can reuse your user credentials in all future procedures of the ECB which are conducted via the above system. Therefore, please keep your user credentials for the future, in case you should have participated in previous ECB tender procedure(s) in the past which were conducted via the ECB's prior online system, you

Nevertheless need to register once to the ECB's electronic tendering system under the above address;

— your mere registration does not constitute an application/tender. You must submit your application/tender via the ECB's electronic tendering system as further instructed in the application/tender documentation.

The system reference number for Lot 1: Managed ECB Unified Telecommunication and Collaboration Services (PRO-005354) is: RFX-PT-2020-000078

The system reference number for Lot 2: Telecommunication Connectivity Services (PRO-005920) is: RFX-PT-2020-000079

The system reference number for Lot 3: Trading Communication/Collaboration Services (PRO-005921) is: RFX-PT-2020-000080

To download the tender documents, log on to the ECB's electronic tendering system with your login and password. Expand the field 'Public Tenders — Upcoming Events'. Click on 'Click to request an invitation to this event' for the above procedure and close the new window which opens. Once the request is completed (this can take a few minutes), the status of the participation request will change to 'Invited' and the RFX documentation will be accessible via the RFX tab.

Under the above link you also find user guides for detailed information on how to use the system and contact details for technical support.

Should you require technical help when using the system, please contact the ECB's technical support team at sourcing.support@ecb.europa.eu by quoting the reference number and the problem experienced. Any other queries relating to this procurement procedure and the content of the procurement documentation shall be submitted as message via the ECB's e-tendering system (under the tab 'Discussion').

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

VI.4) **Procedures for review**

VI.4.1) **Review body**

Official name: Procurement Review Body of the European Central Bank, c/o Legal Advice Team
Postal address: Sonnemannstrasse 22
Town: Frankfurt-am-Main
Postal code: 60314
Country: Germany
Telephone: +49 6913440
Fax: +49 6913446886
Internet address: <http://www.ecb.europa.eu>

VI.4.2) **Body responsible for mediation procedures**

Official name: The European Ombudsman
Postal address: 1 avenue du Président Robert Schuman, CS 30403
Town: Strasbourg Cedex
Postal code: 67001
Country: France

VI.4.3) **Review procedure**

Precise information on deadline(s) for review procedures:
Within 10 days of receipt of the notification in accordance with Article 34(1) or the first sentence of Article 34(3) of ECB Decision 2016/2 laying down the Rules on Public Procurement. Further requirements are outlined in Article 39 of this Decision. A complaint to the European Ombudsman does not affect the deadline for lodging appeals.

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

Official name: Central Procurement Office of the European Central Bank c/o Legal Advice Team
Postal address: Sonnemannstrasse 22
Town: Frankfurt-am-Main
Postal code: 60314
Country: Germany
E-mail: procurement@ecb.europa.eu
Telephone: +49 6913440
Fax: +49 6913447110
Internet address: <http://www.ecb.europa.eu>

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

15/12/2020