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**D-Frankfurt-on-Main: ECB - 14779/IS/ENS/2010 Supply, implement
and maintain CAFM solution to support NEP FM processes**

2011/S 1-000013

Contract notice

Section I: Contracting authority

I.1) Name, addresses and contact point(s):

European Central Bank, attention: Mr Ezequiel Gomez, Kaiserstraße 29, 60311 Frankfurt-on-Main, GERMANY. Tel. +49 691344-0 (central switchboard). Fax +49 691344-6000 (central fax number). E-mail: procurement@ecb.europa.eu

Internet address(es):

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

Further information can be obtained at:

As in abovementioned contact point(s).

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

As in abovementioned contact point(s).

Tenders or requests to participate must be sent to:

As in abovementioned 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:

14779/IS/ENS/2010 Supply, implement and maintain CAFM software to support NEP FM processes.

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

Services.

Service category: No 7.

Main place of performance: Frankfurt-on-Main, GERMANY.

NUTS code: DE712.

II.1.3) The notice involves:

A public contract.

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

The European Central Bank (ECB) is building its new headquarters on the site of the former wholesale market in Frankfurt-on-Main, Germany. The successful contractor shall supply, maintain and support (both operationally and functionally) components of an IT solution to support the facility management (FM) processes for these new ECB premises (NEP) and other premises owned or leased by the ECB.

The solution will be required to be integrated into the current ECB IT landscape and thereby utilise as effectively and efficiently the IT tools already existing; in particular the document management, technical drawing and ERP

tools. In respect to the latter, a number of core administrative processes have been implemented in SAP ERP and modules will need to be integrated into the proposed FM solution. In this respect relevant SAP modules may include: FI, CO, HR, FM, SRM, MM and AA. As such, to deliver the required solution, the successful bidder will be required to both develop within these SAP modules and seamlessly use functionality already available. In addition a number of other core processes are being implemented in SAP through parallel projects to the IT-NEP-FM that will fulfil functions including; contract, warranty, inventory and lease (property) management. Again, the successful bidder will be required to seamlessly use SAP functionality provided by these projects. Additional (non-SAP) functionality may be provided to meet requirements not readily supported by SAP or where the development of an SAP-based solution would not prove to be effective and efficient over the duration of the contract.

The scope of the contract will include the supply of the necessary licences, system design, development, integration, implementation, maintenance and support and finally any future upgrading of the proposed system.

II.1.6) Common procurement vocabulary (CPV):

Main object:

Provision of fully working integrated IT to support facility management processes. Main vocabulary: 72212420 — facilities management software development services and software development services suite.

Additional objects:

Provision of licences and system design necessary for the chosen programmes. Main vocabulary: 48420000 — facilities management software package and software package suite.

Consultancy services related to the implementation of the final design. Main vocabulary: 72263000 — software implementation services.

Consultancy services required for the implementation of interfaces to other integrated system components. Main vocabulary: 72227000 — software integration consultancy services.

System warranty and licence services post go-live: Main vocabulary: 72267000 software maintenance and repair services.

Main vocabulary: 72261000 software support services.

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

Yes.

Candidates from states who are parties to the GPA are invited to participate under the same conditions as candidates from EU Member States.

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:

The European Central Bank (ECB) is seeking companies to supply, maintain and support (both operationally and functionally) components of an IT solution to support the facility management (FM) processes for these new ECB premises (NEP) and other premises owned or leased by the ECB.

The solution will be required to be integrated into the current ECB IT landscape and thereby utilise as effectively and efficiently the IT tools already existing; in particular the document management, technical drawing and ERP tools. In respect to the latter, a number of core administrative processes have been implemented in SAP ERP and modules will need to be integrated into the proposed FM solution. In this respect relevant SAP modules may include: FI, CO, HR, FM, SRM, MM and AA. As such, to deliver the required solution, the successful bidder

will be required to both develop within these SAP modules and seamlessly use functionality already available. In addition a number of other core processes are being implemented in SAP through parallel projects to the IT-NEP-FM that will fulfil functions including; contract, warranty, inventory and lease (property) management. Again, the successful bidder will be required to seamlessly use SAP functionality provided by these projects. Additional (non-SAP) functionality may be provided to meet requirements not readily supported by SAP or where the development of an SAP-based solution would not prove to be effective and efficient over the duration of the contract.

The scope of the contract will include the supply of the necessary licences, system design, development, integration, implementation, maintenance and support and finally any future upgrading of the proposed system. A comprehensive fully licensed CAFM solution should support identified facility management processes, which are part of the following groups:

- overall facility management processes,
- commercial facility management processes,
- infrastructural facility management processes,
- security facility management processes,
- technical facility management processes.

The successful tenderer shall provide the following:

- to provide a detailed solution design in cooperation with ECB staff and their representatives,
- to configure, implement and test of the final solution including the integration with or any required interfaces to other IT systems in particular SAP ERP, AutoCAD and Livelink from OpenText required to supply the full support for the identified FM processes,
- to develop, document and support the implementation of any changes, where appropriate, in the existing ECB tools necessary for the proposed solution, in particular within SAP ERP,
- to provide full system documentation including that for any interfaces implemented and integration to other systems,
- to provide full training to both system administrators and users,
- to provide support (both operationally and functionally), maintenance and warranty services, including consultancy services and upgrades for their program and any associated developments following the successful go-live of the system.

The working user-accepted system will be required in October 2012.

The approximate volume of service is estimated according to the approximate building area of 185 000 m² that amongst other items will include some 2 300 workplaces.

II.2.2) **Options:**

Yes.

The tenderer is requested to provide operational services, these services are optional and will consist of routine system maintenance including but not limited to:

- day-to-day operations, e.g. shutdown of specified databases and application jobs, etc.,
- monitoring systems environment,
- system back-up and restore,
- database maintenance,
- migration support, e.g. assist in the migration of applications,
- document operations procedure,
- perform scheduled tasks by following run-sheets closely,
- perform support to troubleshooting and handling of requests for end-users.

II.3) **Duration of the contract or time limit for completion:**

Duration in months: up to 144 months (from the award of the contract).

Section III: Legal, economic, financial and technical information

III.1) Conditions relating to the contract

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

Details will be provided in the invitation to tender (ITT), where applicable, which will be sent to the shortlisted candidates.

III.1.3) Legal form to be taken by the grouping of economic operators to whom the contract is to be awarded:

Candidates may establish groupings with a view to jointly obtaining a contract. No specific legal form is required but the grouping members will have joint and several liability for performance of the contract.

The grouping must, in principle, remain unchanged from the start of the tender procedure until completion of the works. If unforeseen circumstances require a change in the composition of a grouping, the ECB may allow such change at its own discretion provided that the change does not distort competition amongst the candidates.

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

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 requirements are met:

In line with Article 24 of the ECB procurement rules (see point VI.3 below) the following shall apply:

The ECB shall exclude candidates from participation in a tender procedure if they have been the subject of a judgement which has the force of 'res judicata' for fraud, corruption, money laundering, involvement in a criminal organisation or any other illegal activity detrimental to the financial interests of the EU, of the ECB or of the NCBs.

The ECB may exclude candidates from participation at any time if:

(a) they are bankrupt or being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities, are the subject of proceedings concerning these matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations;

(b) they have been convicted of an offence concerning their professional conduct by a judgment which has the force of 'res judicata';

(c) they have been guilty of grave professional misconduct;

(d) they have not fulfilled obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which they reside or with those of the country of the contracting authority or those of the country where the contract is to be performed;

(e) they have been declared by a court or an arbitration tribunal to be in serious breach of contract for failure to comply with their contractual obligations following another tender procedure;

(f) their management, staff or agents are subject to a conflict of interest;

(g) they are guilty of serious misrepresentation in supplying the information required by the ECB;

(h) they contact other candidates or tenderers with the purpose of restraining competition.

Candidates must certify that they are not in any of the situations listed above by signing the application form and provide the evidence specified therein. Each member of a grouping must comply with these conditions. If such circumstances arise in the course of the procedure the candidate concerned shall inform the ECB thereof without undue delay.

The completed application form must be returned in paper copy format and signed by the date indicated in IV.3.4 below.

III.2.2) Economic and financial capacity:

Information and formalities necessary for evaluating if requirements are met:

The signed application form, which specifies the total net turnover in the last 3 financial years.

Minimum level(s) of standards possibly required:

Financial capacity: accumulated total net turnover of at least 2 400 000 EUR in the financial years 2007, 2008 and 2009.

Temporary groupings may add the turnover of the grouping members.

III.2.3) Technical capacity:

Information and formalities necessary for evaluating if requirements are met:

The signed application form with the documentation requested in it.

Minimum level(s) of standards possibly required:

Experience in customisation, implementation of SAP for the following modules: CO, HR, FM, SRM, MM and AA to be shown by the successful completion of at least 1 comparable reference project.

III.2.4) Reserved contracts:

No.

III.3) Conditions specific to services contracts

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

No.

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

Yes.

Details will be provided in the invitation to tender (ITT), where applicable, which will be sent to the shortlisted candidates.

Section IV: Procedure

IV.1) Type of procedure

IV.1.1) Type of procedure:

Negotiated.

Candidates have already been selected: no.

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

Envisaged minimum number: 3, maximum number: 6.

Objective criteria for choosing the limited number of candidates:

Technical selection criteria (qualitative 1–5); weight:

Total number of staff; 2,5 %.

Number of staff from the above total working on CAFM-related tasks; 2,5 %.

English-speaking staff experienced in (i) consulting, solution design and implementation; (ii) maintaining and supporting CAFM; and/or (iii) providing CAFM training; 10,0 %.

Details of quality assurance system in place; 5,0 %.

Accreditation/membership of facility management association or equivalent professional body; 5,0 %.

Number of CAFM customers (firms); 5,0 %.

Experience in (i) consulting, solution design and implementation of CAFM programs integrated with SAP ERP, AutoCAD and Livelink from OpenText; 15,0 %.

Experience in (ii) maintaining and supporting (both operationally and functionally) CAFM programs integrated with SAP ERP, AutoCAD and Livelink from OpenText; 15,0 %.

Experience in (iii) CAFM training contracts; 8,0 %.

Numbers of productive user licences (without self-service desk); 5,0 %.

Implementation of comparable projects completed in the public sector including European and international institutions over the last 3 years; 15,0 %.

Experience in development within and designing and implementing integrated interfaces to, in particular SAP ERP, AutoCAD and Livelink from OpenText; 12,0 %.

The evaluation will solely be based on the application including its attachments.

IV.1.3) **Reduction of the number of operators during the negotiation or dialogue:**

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated: yes.

Following the evaluation of the written tenders the ECB may invite tenderers for a presentation and negotiations.

The negotiations may be carried out as consecutive negotiations in the order of the tenderers' ranking or as parallel negotiations with several tenderers who best meet the award criteria.

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.

1. Price. Weighting: 40 %.

2. Quality (including the efficiency of the solution). Weighting: 55 %.

3. Contract conditions. Weighting: 5 %.

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:**

'14779/IS/ENS/2010 Supply, implement and maintain IT software to support NEP FM'.

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

Yes.

Notice number in OJ: [2010/S 204-310072](#) of 20.10.2010.

The tender envisaged under this notice of 20.10.2010 has now been cancelled and replaced by a new one launched with the present contract notice.

IV.3.3) **Conditions for obtaining additional documents:**

The ECB application form and the call for applications specifying the procedural rules to be observed by all candidates can be downloaded from the following Internet site:

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

Suppliers who intend to submit a tender are required to, promptly after downloading the ECB call for applications and the application form from the above Internet site, provide the ECB (at procurement@ecb.europa.eu) with a valid contact e-mail address. This shall be used by the ECB to keep all interested parties aware of potential further communications on this tender that the ECB may need to disclose until the deadline for the submission of tenders.

In addition, such potential further communications will also be published on the aforementioned Internet site.

It is foreseen that, after choosing the limited number of candidates that will be invited to submit a tender, the tender documentation will also be published on an Internet site. Such documentation will include the detailed requirements, procedural rules and contractual terms and conditions.

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

24.1.2011 (12:00), CET.

Payable documents: no.

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

4.2.2011 (17:00), CET (for hand-delivery).

IV.3.6) **Language(s) in which tenders or requests to participate may be drawn up:**

English.

Applications shall be submitted in English. Information on reference projects and related information may be submitted in English. External supporting documents, for example company registrations and certificates may be submitted in their original language. The ECB may request the candidate to provide a certified translation.

IV.3.7) **Minimum time-frame during which the tenderer must maintain the tender:**

Duration in months: 6 (from the date stated for receipt of tender).

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

Place: at the address in I.1 above.

Persons authorised to be present at the opening of tenders: no.

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:**

Applicable rules:

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>

The contract shall be governed by and interpreted under German civil law.

This notice cancels and replaces the notice published in 'Supplement to the Official Journal of the European Union', 20.10.2010, 2010/S 204-310072.

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, Kaiserstraße 29, 60311 Frankfurt-on-Main, GERMANY. Tel. +49 691344-0 (switchboard). Fax +49 691344-6558. E-mail: legaladviceteam@ecb.europa.eu Internet: <http://www.ecb.europa.eu>

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.5) **Date of dispatch of this notice:**
22.12.2010.