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**D-Frankfurt-on-Main: ECB - voice managed services
2012/S 129-212926**

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

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

European Central Bank

Kaiserstraße 29

Contact point(s): For downloading tender documentation, please see Section VI.3

For the attention of: Yves Guiot

60311 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>

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

I.3) Main activity

Economic and financial affairs

I.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:

Voice managed services.

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

Services

Service category No 5: Telecommunications 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 European Central Bank (ECB) is launching this European-wide tender procedure for its voice managed service (VMS) project, the purpose of which is to replace the existing ECB telephone system (general purpose PABX — GPP), the existing ESCB teleconference system (TCS) (ESCB = European system of central banks) as well as the existing mobile (smartphone) solution by a voice managed service (excluding SIM cards). The contract includes related services to install, operate, upgrade and maintain the systems and end devices as a fully managed service.

II.1.6) Common procurement vocabulary (CPV)

64200000, 32540000, 64210000, 64224000, 64227000

II.1.7) Information about Government Procurement Agreement (GPA)

The contract is covered by the Government Procurement Agreement (GPA): yes

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:

For the tasks to be executed under the agreement, please refer to Section 1.1.1 of the invitation to tender.

II.2.2) Information about options

Options: no

II.2.3) Information about renewals

This contract is subject to renewal: yes

Number of possible renewals: Range: between 1 and 3

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

Duration in months: 78 (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 governing them:

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 is allowed under the conditions laid down in the call for applications/ invitation to tender.

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 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: Please see the details in the tender documentation to be requested from the contact point indicated in Sections I.1 and VI.3.

Minimum level(s) of standards possibly required: a) commitment to provide, upon contract signature, evidence of sufficient professional risk indemnity insurance and/or third party/civil liability insurance;
b) an annual net turnover in the last 3 financial years (i.e. 2009, 2010, and 2011) of at least 10 000 000 EUR.

III.2.3) Technical capacity

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

Please see the details in the tender documentation to be requested from the contact point indicated in Sections I.1 and VI.3.

Minimum level(s) of standards possibly required:

- a) at least 2 technical staff members holding the highest certification level from a manufacturer for a state-of-the art communication platform available within 2 hours in Frankfurt-on-Main;
- b) availability of services — as requested — on a 7 x 24 basis;
- c) availability of both local (on-site personnel at ECB premises, in Frankfurt-on-Main) and remote (off-site) support;
- d) availability of a customer assistance and support centre (CASC) as single point of contact for local and remote support;
- e) provision of support in English;
- f) a multi-tiered escalation process dealing with support issues;
- g) 3 years of expertise in delivery of voice managed services using a state-of-the art enterprise voice technology platform in the past 3 years;
- h) at least 1 official partner status for the manufacturers for the main components of a state-of-the-art communication platform.

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

Legal persons should indicate the names and professional qualifications of the staff responsible for the execution of the service: no

Section IV: Procedure

IV.1) Type of procedure

IV.1.1) Type of procedure

Negotiated

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

Envisaged minimum number 3: and maximum number 5

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

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) **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:**

20852/IS/INO/2011.

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

no

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

Payable documents: no

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

24.8.2012 - 12:00

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 tenders**

Section VI: Complementary information

VI.1) **Information about recurrence**

This is a recurrent procurement: yes

Estimated timing for further notices to be published: 9 years.

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 procedure can be downloaded from an Internet platform. If you are interested in participating, please register via the Internet platform using the following Internet address

Internet address: <https://www.ecb.europa.eu/secure/procurement/login.html>

User ID: 20852/IS/INO/2011

Password: 6FCCA2

After having 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 procurement documentation.

Should you experience any problems in accessing the Internet platform for registration and/or downloading the procurement documentation please do not hesitate to contact us under the following e-mail address:

procurement@ecb.europa.eu quoting the procurement number and describing the problem experienced.

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 ECB shall exclude tenderers that are in one of the situations described in Article 24(4) of Decision ECB/2007/5 (e.g. conviction for fraud or corruption) or put on a blacklist in accordance with Article 24(7) of Decision ECB/2007/5.

The ECB may exclude tenderers that are in one of the situations described in Article 24(5) of Decision ECB/2007/5 (e.g. insolvency; grave professional misconduct; misrepresentation). Further information about ECB procurement rules and procedures may be obtained at <http://www.ecb.europa.eu/ecb/jobsproc/tenders/html/index.en.html>

The minimum time-frame during which the tenderer must maintain the tender is 12 months from the submission date as stipulated under IV.3.4.

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.europa.eu

Fax: +49 6913446886

Body responsible for mediation procedures

The European Ombudsman

1 avenue du Président Robert Schuman CS 30403

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 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**

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

27.6.2012