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**Hungary-Budapest: Provision of IT related services  
2018/S 044-095183**

**Contract notice**

**Services**

Directive 2014/24/EU

**Section I: Contracting authority**

**I.1) Name and addresses**

European Institute of Innovation and Technology  
Infopark, Building E, Neumann Janos utca 1  
Budapest  
1117  
Hungary  
E-mail: [eit-procurement@eit.europa.eu](mailto:eit-procurement@eit.europa.eu)

NUTS code: HU110

**Internet address(es):**

Main address: <http://eit.europa.eu/>

Address of the buyer profile: <http://eit.europa.eu/collaborate/procurement>

**I.2) Joint procurement**

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <http://eit.europa.eu/collaborate/procurement>

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**

Other activity: Innovation and technology boosting activities by way of awarding EU grants

**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title:**

Provision of IT related services

Reference number: 02/2018/OP/EITPROC

**II.1.2) Main CPV code**

72000000

**II.1.3) Type of contract**

Services

**II.1.4) Short description:**

This procurement procedure is interinstitutional. The European Institute of Innovation and Technology is the lead Contracting Authority in this call for tenders; together with the other Contracting Authorities listed in Section

VI.3.) and in the technical specifications it will be hereinafter collectively referred to as “the Agency”. The Agency intends to contract consultancy and engineering services in the context of the IT services needed to support the Information System (IS) and the software development and maintenance of applications. The objective is to provide support and expertise from the development, operation and day-to-day maintenance of the final products once implemented in an interoperable environment.

II.1.5) **Estimated total value**

Value excluding VAT: 3 500 000.00 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:**

IT Services & Security  
Lot No: 1

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

72000000

II.2.3) **Place of performance**

NUTS code: HU110  
Main site or place of performance:  
Budapest, Hungary.

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

The future contractor will support the full lifecycle of the Agency services according to the ITIL methodology, providing support to the systems and the users of the services managed by the Agency. The structure and definitions used in this chapter (Lot 1) do all refer to the ITIL methodology. It is therefore compulsory that the Contractor possesses a thorough understanding of this standard methodology. The future contractor will provide system administration of the Agency IT infrastructure and the necessary support to end users in the access to the ICT infrastructure and the IT services lifecycle.

Services to be provided:

- planning and implementation of IT Services,
- helpdesk, support & maintenance with high availability,
- monitoring of the IT services and maintenance of the infrastructure,
- continuous improvement of IT Services,
- provide handover training.

Availability of the contractor:

- on-site support (1 system/infrastructure specialist) during regular business hours of the Agency (40 hours per week),
- stand-in with response times according to the Annex 2 (Service Level Requirements Section 14.2),
- call-in during extended business hours,
- call-in out of extended business hours (on request, see Service Level Requirements Section 5.5).

II.2.5) **Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) **Estimated value**

Value excluding VAT: 1 500 000.00 EUR

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

Duration in months: 24

This contract is subject to renewal: yes

Description of renewals:

The contract shall be renewed automatically up to 2 times, each time for a period of 1 year, unless formal written notification to the contrary is sent by one of the parties and received by the other 3 months before the contract expiry. Renewal does not imply any modification or deferment of existing obligations.

II.2.10) **Information about variants**

Variants will be accepted: no

II.2.11) **Information about options**

Options: yes

Description of options:

The EIT may exercise the option to increase the maximum contract volume at a later stage via negotiated procedure without prior publication of a contract notice with the successful tenderer(s) according to Art. 134 (1) (e) of Commission Delegated Regulation (EU) n° 1268/2012 on the rules of application of Regulation (EU, Euratom) n° 966/2012 of the European Parliament and of the Council on the financial rules applicable to the general budget of the Union (hereinafter rules of application).

II.2.12) **Information about electronic catalogues**

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:**

Software Development

Lot No: 2

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

72212984

72212985

II.2.3) **Place of performance**

NUTS code: HU110

Main site or place of performance:

Budapest, Hungary.

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

The Contractor will support the full software lifecycle according to Agency framework that implements a customized version of the European Commission's PM2 framework. The contractor will also be in charge of ensuring that Agency services are maintained at a high level of availability, providing support to the systems and the users of the services managed by the Agency.

Each project shall account all of the following phases:

- initiating: get the project off to a good start,
- planning: define products, verify the Business Case, plan the work,
- executing: create the project's products,
- closing: ensure user acceptance, handover to maintenance,

— monitor & control: throughout the whole project lifecycle monitor & control the work, address risks, raise issues, ensure quality.

The contractor will perform the following tasks:

- based on Agency's initial scope analysis, assessment and project definition, define the detailed requirements,
- define functional and technical solution strategies with corresponding detailed planning,
- provide support in the procurement and maintenance of hardware and software in the context of the projects,
- provide support in design, development/customization, implementation, test, hand-over, support, maintenance of applications,
- provide support in design, development/customization, implementation, test and maintenance of the supporting infrastructure,
- support the definition and maintenance of state-of-the-art IT systems management processes,
- support the change management approach vis-à-vis the Agency and Stakeholder's staff,
- provide support by coaching on IT system engineering covering all the phases of the system,
- provide support by coaching on the applications being implemented to ensure buy-in of the Agency and its partners,
- contribute to the (re)definition of the interoperability and development standards,
- support the change management process for any changes in the IT system,
- cooperate with Agency IT staff and other suppliers,
- provide Advanced Power User coaching on the job to the IT team on the different aspects and modules of the system,
- provide software documentation,
- provide software Help desk function,
- provide handover training.

The contractor will also offer availability of the profiles for incident management according to 2 different services as specified in Annex 2 — SLR Sections 5.5 and 5.6:

- extended working hours availability (is provided within 2 working hours between 8:00 am and 8:00 pm),
- 24/7 availability (is provided within 2 working hours, the whole day, any day of the week).

The 24/7 service will most likely be requested for a duration of several months.

The contractor will advise the Agency in making architectural and technology decisions and make sure that the infrastructure performs to offer end users the best environment.

**II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

**II.2.6) Estimated value**

Value excluding VAT: 2 000 000.00 EUR

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

Duration in days: 24

This contract is subject to renewal: yes

Description of renewals:

The contract shall be renewed automatically up to 2 times, each time for a period of 1 year, unless formal written notification to the contrary is sent by one of the parties and received by the other 3 months before the contract expiry. Renewal does not imply any modification or deferment of existing obligations.

**II.2.10) Information about variants**

Variants will be accepted: no

**II.2.11) Information about options**

Options: yes

Description of options:

The EIT may exercise the option to increase the maximum contract volume at a later stage via negotiated procedure without prior publication of a contract notice with the successful tenderer(s) according to Art. 134 (1) (e) of Commission Delegated Regulation (EU) n° 1268/2012 on the rules of application of Regulation (EU, Euratom) n° 966/2012 of the European Parliament and of the Council on the financial rules applicable to the general budget of the Union (hereinafter rules of application).

II.2.12) **Information about electronic catalogues**

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.1.1) **Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

III.1.2) **Economic and financial standing**

Selection criteria as stated in the procurement documents

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

Selection criteria as stated in the procurement documents

III.1.5) **Information about reserved contracts**

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

III.2.1) **Information about a particular profession**

III.2.2) **Contract performance conditions:**

See procurement documents.

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

**Section IV: Procedure**

IV.1) **Description**

IV.1.1) **Type of procedure**

Open procedure

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 several operators

Envisaged maximum number of participants to the framework agreement: 3

IV.1.4) **Information about reduction of the number of solutions or tenders during negotiation or dialogue**

IV.1.6) **Information about electronic auction**

IV.1.8) **Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: no

IV.2) **Administrative information**

IV.2.1) **Previous publication concerning this procedure**

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

Date: 07/05/2018

- 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:**  
Bulgarian, Czech, Danish, German, Greek, English, Spanish, Estonian, Finnish, French, Irish, Croatian, Hungarian, Italian, Lithuanian, Latvian, Maltese, Dutch, Polish, Portuguese, Romanian, Slovak, Slovenian, Swedish
- IV.2.6) **Minimum time frame during which the tenderer must maintain the tender**  
Duration in months: 6 (from the date stated for receipt of tender)
- IV.2.7) **Conditions for opening of tenders**  
Date: 15/05/2018  
Local time: 10:00  
Place:  
EIT premises, Budapest.  
Information about authorised persons and opening procedure:  
A representative of each tenderer may attend the opening of the tenders. In this case, the interested tenderers are kindly requested to register beforehand by email. At the opening, the representative of the tenderer may be asked to present its credentials/power of attorney to be checked by the EIT.

**Section VI: Complementary information**

- VI.1) **Information about recurrence**  
This is a recurrent procurement: no
- VI.2) **Information about electronic workflows**  
Electronic ordering will be used
- VI.3) **Additional information:**  
This procurement procedure is interinstitutional. In addition to the European Institute of Innovation and Technology the below listed EU agency will participate in the resulting framework contracts in all the 2 lots. European Union Agency for Law Enforcement Training (CEPOL).
- VI.4) **Procedures for review**
- VI.4.1) **Review body**  
General Court of the European Union  
rue du Fort Niedergrünwald  
Luxembourg  
2925  
Luxembourg  
Telephone: +352 4303-1  
E-mail: [generalcourt.registry@curia.europa.eu](mailto:generalcourt.registry@curia.europa.eu)  
Fax: +352 4303-2100  
Internet address: <http://curia.europa.eu/>
- VI.4.2) **Body responsible for mediation procedures**
- VI.4.3) **Review procedure**
- VI.4.4) **Service from which information about the review procedure may be obtained**  
General Court of the European Union  
rue du Fort Niedergrünwald  
Luxembourg  
2925

Luxembourg  
Telephone: +352 4303-1  
E-mail: [generalcourt.registry@curia.europa.eu](mailto:generalcourt.registry@curia.europa.eu)  
Fax: +352 4303-2100  
Internet address: <http://curia.europa.eu/>

VI.5) **Date of dispatch of this notice:**  
21/02/2018