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**Belgium-Brussels: Provision of cloud services for ECHO  
2014/S 148-265392**

**Contract notice**

**Services**

Directive 2004/18/EC

**Section I: Contracting authority**

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

European Commission, Directorate-General for Humanitarian Aid and Civil Protection (ECHO)  
L-86  
1049 Brussels  
BELGIUM  
E-mail: [echo-c4-ict@ec.europa.eu](mailto:echo-c4-ict@ec.europa.eu)

**Internet address(es):**

General address of the contracting authority: <http://ec.europa.eu/echo/en/funding-evaluations/public-procurement/calls-for-tender>

**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**

Other: IT services.

**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:**

Provision of cloud services for ECHO.

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

Services

Service category No 27: Other services

NUTS code

**II.1.3) Information about a public contract, a framework agreement or a dynamic purchasing system (DPS)**

The notice involves the establishment of a framework agreement

**II.1.4) Information on framework agreement**

Framework agreement with a single operator

**Duration of the framework agreement**

Duration in years: 4

**Estimated total value of purchases for the entire duration of the framework agreement**

Estimated value excluding VAT: 8 000 000 EUR

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

Historically ICT procurement of ECHO was decentralised, which led to the formation of a disharmonised ICT infrastructure. In an effort to improve the quality of ICT services in the field office network and to harmonise the infrastructure while offering cost-efficient and flexible solutions, ECHO has decided to set up standardised 'cloud' solutions and to request additional services for the monitoring and the management of the provided solutions.

This tender procedure is divided into 4 lots.

Lot 1: provision of 'infrastructure as a service (IaaS)' services: cloud computing and storage to host both long-term and ad hoc solutions.

Lot 2: provision of 'software as a service (SaaS)' services: managed services for e.g. e-mail services and collaboration sites.

Lot 3: provision of 'unified communications as a service (UCaaS)' services: managed services for video conferencing/instant messaging, etc.

Lot 4: provision of 'software licensing and related services': procurement of client-side and server-side software and related consultancy.

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

72000000

**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: yes

Tenders may be submitted for one or more lots

**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:**

The initial duration of the FWCs is 12 months, renewable 3 times for a period of 12 months each.

Estimated value excluding VAT: 8 000 000 EUR

**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: 3

In the case of renewable supplies or service contracts, estimated timeframe for subsequent contracts:

in months: 12 (from the award of the contract)

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

Duration in months: 48 (from the award of the contract)

**Information about lots**

Lot No: 1

Lot title: Provision of 'infrastructure as a service (IaaS)' services: cloud computing and storage to host both long-term and ad hoc solutions

- 1) **Short description**
- 2) **Common procurement vocabulary (CPV)**  
72000000
- 3) **Quantity or scope**  
Initial duration of the FWC is 12 months, renewable 3 times for 12 months each time.  
Estimated value excluding VAT: 2 000 000 EUR
- 4) **Indication about different date for duration of contract or starting/completion**  
Duration in months: 48 (from the award of the contract)
- 5) **Additional information about lots**

Lot No: 2

Lot title: Provision of 'software as a service (SaaS)' services: managed services for e.g. e-mail services and collaboration sites

- 1) **Short description**
- 2) **Common procurement vocabulary (CPV)**  
72000000
- 3) **Quantity or scope**  
Initial duration of the FWC is 12 months, renewable 3 times for 12 months each time.  
Estimated value excluding VAT: 1 000 000 EUR
- 4) **Indication about different date for duration of contract or starting/completion**  
Duration in months: 48 (from the award of the contract)
- 5) **Additional information about lots**

Lot No: 3

Lot title: Provision of 'unified communications as a service (UCaaS)' services: managed services for video conferencing/instant messaging, etc.

- 1) **Short description**
- 2) **Common procurement vocabulary (CPV)**  
72000000
- 3) **Quantity or scope**  
Initial duration of the FWC is 12 months, renewable 3 times for 12 months each time.  
Estimated value excluding VAT: 2 000 000 EUR
- 4) **Indication about different date for duration of contract or starting/completion**  
Duration in months: 48 (from the award of the contract)
- 5) **Additional information about lots**

Lot No: 4

Lot title: Provision of 'software licensing and related services': procurement of client-side and server-side software and related consultancy

- 1) **Short description**
- 2) **Common procurement vocabulary (CPV)**  
72000000
- 3) **Quantity or scope**  
Initial duration of the FWC is 12 months, renewable 3 times for 12 months each time.  
Estimated value excluding VAT: 1 000 000 EUR

4) **Indication about different date for duration of contract or starting/completion**

Duration in months: 48 (from the award of the contract)

5) **Additional information about lots**

**Section III: Legal, economic, financial and technical information**

III.1) **Conditions relating to the contract**

III.1.1) **Deposits and guarantees required:**

Not applicable.

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

Please refer to tender specifications in Section 1.4.

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

Consortia of economic operators are explicitly authorised to submit tenders. The Commission will not demand that the consortia take a given legal form in order to be allowed to submit a tender or request to take part, but the consortium may be required to adopt a given legal form after it has been awarded the contract, if this change is necessary for the proper performance of the contract.

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: Proof that the tenderers are authorised to perform the contract under national law, as evidenced by inclusion in a professional or trade register or a sworn declaration or certificate, membership of a specific organisation, express authorisation, or entry in the VAT register.

III.2.2) **Economic and financial ability**

Information and formalities necessary for evaluating if the requirements are met: See tender specifications.

III.2.3) **Technical capacity**

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

See tender specifications.

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: yes

**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) **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:**

ECHO/C4/FRA/2014/04.

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

no

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

Time limit for receipt of requests for documents or for accessing documents: 18.10.2014

Payable documents: no

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

24.10.2014 - 16:00

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**

Any EU official language

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

Duration in months: 7 (from the date stated for receipt of tender)

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

Date: 5.11.2014 - 10:00

Place:

rue de la Loi 86, 1040 Brussels, BELGIUM.

Persons authorised to be present at the opening of tenders: yes

Additional information about authorised persons and opening procedure: Not more than 1 representative per tenderer (with proof of identity). The name of the representative must be communicated to the contact point by e-mail no later than 2 working days before the opening session.

No expenses reimbursed.

**Section VI: Complementary information**

VI.1) **Information about recurrence**

This is a recurrent procurement: no

VI.2) **Information about European Union funds**

The contract is related to a project and/or programme financed by European Union funds: yes

Reference to project(s) and/or programme(s): Council Regulation (EC) 1257/96 on humanitarian aid amended by Council Decision No 2001/792/EC Euratom and Commission Decision (2004/277) of 29.12.2003 laying down rules for the implementation of the abovementioned Council Decision.

VI.3) **Additional information**

Pursuant to Article 134.1(f) of the rules of application to the Financial Regulation applicable to the general budget of the European Union, the Commission reserves the right to use a negotiated procedure without prior publication of a contract notice in case new services, consisting in the repetition of similar services entrusted to the economic operator awarded the initial contract, are deemed necessary.

VI.4) **Procedures for appeal**

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

General Court of the European Union  
rue du Fort Niedergrünwald  
2925 Luxembourg  
LUXEMBOURG  
E-mail: [generalcourt.registry@curia.europa.eu](mailto:generalcourt.registry@curia.europa.eu)  
Telephone: +352 4303-1  
Internet address: <http://curia.europa.eu>  
Fax: +352 4303-2100

VI.4.2) **Lodging of appeals**

Precise information on deadline(s) for lodging appeals: Within 2 months of the notification to the plaintiff, or, in the absence thereof, of the day on which it came to the knowledge of the plaintiff. A complaint to the European Ombudsman does not have an effect either to suspend this period or to open a new period for lodging appeals.

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

General Court of the European Union  
Luxembourg  
LUXEMBOURG

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

24.7.2014