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**Luxembourg-Luxembourg: Provision of Oracle Support and Implementation Services
2023/S 155-492332**

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1) Name and addresses

Official name: European Stability Mechanism (ESM)

Postal address: 6a, circuit de la Foire

Town: Luxembourg

NUTS code: LU000 Luxembourg

Country: Luxembourg

Contact person: Kallirroi Kapetanaki

E-mail: k.kapetanaki@esm.europa.eu

Telephone: +352 2609620

Internet address(es):

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

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://www.esm.europa.eu/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

Economic and financial affairs

Section II: Object

II.1) Scope of the procurement

II.1.1) Title:

Provision of Oracle Support and Implementation Services

Reference number: IT/09/OIP/AG/23

II.1.2) Main CPV code

72000000 IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description:

In 2017 the ESM selected Oracle Fusion Cloud as software as a service ('SaaS') for its current applications: ERP (enterprise resource planning), HCM (human capital management including Taleo) and EPM (enterprise

performance management). The ESM intends to establish a framework agreement ('Contract') with a single service provider ('Service Provider') for the provision of Oracle support and implementation services ('Services').

II.1.5) **Estimated total value**

II.1.6) **Information about lots**

This contract is divided into lots: no

II.2) **Description**

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

72212451 Enterprise resource planning software development services
72261000 Software support services

II.2.3) **Place of performance**

NUTS code: LU000 Luxembourg

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

The Service Provider will be required to provide support and implementation services defined in the procurement documents. The ESM will award the framework agreement to the Service Provider who meets best the award criteria set in the procurement documents and obtains the highest final score.

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**

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

Duration in days: 48

This contract is subject to renewal: no

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

List and brief description of conditions:

Selection criteria as stated in the procurement documents

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

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

N/A

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
- IV.1.5) **Information about negotiation**
- 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.2.2) **Time limit for receipt of tenders or requests to participate**
Date: 29/09/2023
Local time: 11:00
- 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
- 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)

Section VI: Complementary information

- VI.1) **Information about recurrence**
This is a recurrent procurement: yes
- VI.3) **Additional information:**
Neither Directive 2014/24/EU of the European Parliament and of the Council of 26 February 2014, nor Regulation (EU, Euratom) No. 966/2012 of the European Parliament and of the Council (as amended) apply to the ESM. The ESM procures supplies, services and works on its own behalf and for its own account pursuant to the ESM Procurement Policy as published on the ESM website. This procurement is carried out by the ESM under a negotiated procedure in the meaning of the ESM Procurement Policy. Please refer to the ESM website for additional details.
- VI.4) **Procedures for review**
- VI.4.1) **Review body**
Official name: ESM Procurement Review Panel
Town: Luxembourg
Postal code: L-1347
Country: Luxembourg
E-mail: procurementreview@esm.europa.eu
- VI.4.4) **Service from which information about the review procedure may be obtained**
Official name: ESM Procurement Review Panel
Town: Luxembourg
Country: Luxembourg
E-mail: procurementreview@esm.europa.eu
- VI.5) **Date of dispatch of this notice:**
07/08/2023