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AT-Vienna: provision of MS Dynamics CRM consultancy services

2010/S 189-287821

Contract notice

Section I: Contracting authority

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

European Union Agency for Fundamental Rights, attention: Procurement Section, Schwarzenbergplatz 11, 1040Vienna, AUSTRIA. Tel. +43 158030610. Fax +43 158030691. E-mail: procurement@fra.europa.eu

Internet address(es):

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

Address of the buyer profile: http://fra.europa.eu/fraWebsite/about_fra/procurement/procurement_en.htm

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:

Provision of MS Dynamics CRM consultancy services.

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: The place of performance of the tasks shall be the contracting authority's premises.

NUTS code: AT130.

II.1.3) The notice involves:

The establishment of a framework agreement.

II.1.4) Information on framework agreement:

Framework agreement with several operators.

Maximum number of participants to the framework agreement envisaged: 5.

Duration of the framework agreement: duration in year(s): 2.

Estimated total value of purchases for the entire duration of the framework agreement:
estimated value excluding VAT: 60 000 EUR.

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

The purpose of this invitation to tender is to award a minimum of 3 and a maximum of 5 framework contracts, in cascading and descending order, for the provision of MS Dynamics CRM consultancy services to the European Agency for Fundamental Rights.

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

48000000.

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

Yes.

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:**

Estimated value excluding VAT: 60 000 EUR

II.2.2) **Options:**

No.

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

Duration in months: 24 (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:**

Not required.

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

Please refer to clause 22 of the tender specifications (Annex A) and Article 1.5 of the draft framework service contract (Annex B) available at <http://www.fra.europa.eu>

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

Joint tenders submitted by several economic operators (a consortium or a group of companies) are allowed. In such cases, one of the members must be designated as the group leader or group manager. All members of a consortium (i.e. the leader and all other members) are jointly and severally liable to the contracting authority.

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:

Exclusion criteria: please refer to clause 18.1 of the tender specifications (Annex A) available at <http://www.fra.europa.eu>

III.2.2) **Economic and financial capacity:**

Information and formalities necessary for evaluating if requirements are met:

Please refer to clause 18.2.1(b) of the tender specifications (Annex A), available at <http://www.fra.europa.eu>

Minimum level(s) of standards possibly required:

Please refer to clause 18.2.1(a) of the tender specifications (Annex A) available at <http://www.fra.europa.eu>

III.2.3) Technical capacity:

Information and formalities necessary for evaluating if requirements are met:

Please refer to clause 18.2.2(a) to 2(d) of the tender specifications (Annex A), available at <http://www.fra.europa.eu>

Minimum level(s) of standards possibly required:

Please refer to clause 18.2.2(a) and 2(b) of the tender specifications (Annex A), available at <http://www.fra.europa.eu>

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 entities 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.2) Award criteria

IV.2.1) Award criteria:

The most economically advantageous tender in terms of the criteria stated below:

1. Proposed organisation of resources. Weighting: 30.
2. Delivery of the services. Weighting: 20.
3. Technological and methodological approach. Weighting: 50.

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:

F/SE/10/07.

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:

8.11.2010 (17:00).

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

Bulgarian, Czech, Danish, Dutch, English, Estonian, Finnish, French, German, Greek, Hungarian, Irish, Italian, Latvian, Lithuanian, Maltese, Polish, Portuguese, Romanian, Slovak, Slovenian, Spanish and Swedish.

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

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

IV.3.8) Conditions for opening tenders:

Date: 16.11.2010 (11:00).

Place: at the contracting authority's premises.

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

An authorised representative of each tenderer may attend the opening of the bids. Companies wishing to attend are requested to notify their intention by sending a fax or e-mail at least 48 hours in advance to the fax or e-mail given under clause 21 of the tender specifications — Annex A. This notification must be signed by an authorised officer of the tenderer and specify the name of the person who will attend the opening of the bids on the tenderer's behalf.

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.4) Procedures for appeal

VI.4.1) Body responsible for appeal procedures:

General Court of the European Union, boulevard Konrad Adenauer, 2925 Luxembourg, LUXEMBOURG. Tel. +352 4303-1. Fax +352 433766. E-mail: ecj.registry@curia.europa.eu Internet: <http://curia.europa.eu>

VI.5) Date of dispatch of this notice:

17.9.2010.