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**Germany-Frankfurt-on-Main: ECB - Provision and management of a voice managed service
2013/S 202-348855**

Contract award 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): Central Procurement Office
For the attention of: Kim Riisgaard
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>

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

Provision and management of a voice managed service.

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

Services
Service category No 5: Telecommunications services
NUTS code DE712

II.1.3) Information about a framework agreement or a dynamic purchasing system (DPS)

II.1.4) Short description of the contract or purchase(s)

The ECB launched 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.1.5) **Common procurement vocabulary (CPV)**
64200000, 32540000, 64210000, 64224000, 64227000
- II.1.6) **Information about Government Procurement Agreement (GPA)**
The contract is covered by the Government Procurement Agreement (GPA): yes
- II.2) **Total final value of contract(s)**
- II.2.1) **Total final value of contract(s)**
Value: 29 319 734,78 EUR
Excluding VAT

Section IV: Procedure

- IV.1) **Type of procedure**
- IV.1.1) **Type of procedure**
Negotiated with a call for competition
- IV.2) **Award criteria**
- IV.2.1) **Award criteria**
The most economically advantageous tender in terms of
1. Price. Weighting 45
 2. Quality. Weighting 50
 3. Compliance with contract. Weighting 5
- IV.2.2) **Information about electronic auction**
An electronic auction has been 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**
Contract notice
Notice number in the OJEU: [2012/S 129-212926](#) of 7.7.2012

Section V: Award of contract

- Contract No: 1
Lot No: 1 - Lot title: Provision and management of a voice managed service
- V.1) **Date of contract award decision:**
30.4.2013
- V.2) **Information about offers**
Number of offers received: 3
- V.3) **Name and address of economic operator in favour of whom the contract award decision has been taken**
BT (Germany) GmbH & Co. oHG
Barthstraße 4
80339 Munich
GERMANY
Internet address: <http://www.bt.com>
- V.4) **Information on value of contract**
Total final value of the contract:
Value: 29 319 734,78 EUR

Excluding VAT

V.5) **Information about subcontracting**

The contract is likely to be sub-contracted: yes

Value or proportion of the contract likely to be sub-contracted to third parties:

Not known

Section VI: Complementary information

VI.1) **Information about European Union funds**

The contract is related to a project and/or programme financed by European Union funds: no

VI.2) **Additional information:**

VI.3) **Procedures for appeal**

VI.3.1) **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

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VI.3.2) **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 or, if no information is requested, 15 days from the receipt of the notification to unsuccessful tenderers. Further requirements are outlined in Article 33.

VI.3.3) **Service from which information about the lodging of appeals may be obtained**

VI.4) **Date of dispatch of this notice:**

7.10.2013