

**ECB - call for expressions of interest for services related to the deployment of SAP solutions  
(D-Frankfurt-on-Main)**

**2004/S 238-204510**

**1. Awarding authority:**

European Central Bank, Att: Mr Humphrey Rudgard, Kaiserstraße 29, D-60311 Frankfurt am Main. Tel.: +49-69 1344 7531 . Fax: +49-69 1344 7503. E-mail: [procurement@ecb.int](mailto:procurement@ecb.int).

**2. Type:**

Call for expressions of interest.

Companies or individuals interested in having their name entered on one or several lists of potential suppliers to the European Central Bank (ECB) for IT related business process implementation services on mySAP Business Suite/Netweaver and SAP R/3 applications are invited to submit applications in accordance with the following guidelines. A separate application, tailored to the particular list should be submitted for each list. In case of several applications, data requested at point 8.1.1 need be supplied only once.

- An ECB procurement committee, appointed for the purpose, will draw up three lists of potential suppliers who provide clear details of their company organisation, its financial and technical capacity in accordance with the request for information in 8 a) below. The lists will be established according to the particular skill-sets and modules listed in 3 (a) below.

- Prior to awarding a contract, the ECB will send a request for proposal (RFP) to all or some of the potential suppliers on the list, selected on the basis of their suitability in terms of their declared technical and financial capacity appropriate to the contract to be awarded.

- The value of one or more of the intended contracts may exceed 250 000 EUR.

**3.(a) Description of the fields covered:**

CPV 72200000, 72220000, 72240000, 72262000, 72266000.

Numerous business process implementation projects related to a wide range of mySAP Business Suite and Netweaver components and R/3 4.6c, are being planned by the ECB for the next few years.

The solutions will support a broad scope of primarily internal processes and intend to cover approximately 2000 users in one location across numerous processes and functions including (but not limited to);

Full R/3 migration to mySAP ECC, establishing of SAP competence centre, implementation of Solution Manager, mySAP HCM, ESS, MSS, mySAP Business Intelligence and Warehouse, mySAP Strategic Enterprise Management, Enterprise Portal, EP Collaboration, Content Management, Real Estate Management, Plant Maintenance, mySAP Government SRM, xRPM (and other xApps), Public Sector Records Management and Document Management, BPM with XI, Business Workflow, Webflow, Adobe ActiveForms, custom developments of web dynpros, interfaces, reports, and infoCubes.

Long term, the ECB aims at establishing a centre of expertise with a permanent up-to-date knowledge base of SAP products for business strategy and methodology for project planning, monitoring and delivery;

Provision of professional consultancy services, in the English language, for the life-cycle of the SAP solutions, is the scope of the requested works.

The services will cover providing advice as well as hands-on implementation support. The service providers must be able to adapt flexibly their tools and methodologies to ECB standards and methods in the areas of organisational development and business process management.

For the list number 1 the services provided shall specifically relate to:

- Strategic project planning, programme and project management, project quality and risk management, project change management and communication strategy and implementation, implementation methodologies, tools and standards to support the overall SAP programme and individual projects;

- Establishment of an ECB centre of expertise with a permanent up-to-date knowledge base of SAP products for

business strategy and methodology for project planning, monitoring and delivery.

- Business process analysis, business case analysis, design, benefits realisation.

For the list number 2 the services provided shall specifically relate to:

- Integration analysis and design, installation, testing, implementation, complementary development, legacy system migration, related documentation, training, based on mySAP ERP, SAP NetWeaver components and SAP-certified third party products.

- Development, maintenance and migration of SAP R/3 modules (at present modules FI-CO-MM-FM-PS) to mySAP ERP.

- Maintenance and operation of a series of SAP R/3, mySAP ERP, SAP NetWeaver components and SAP-certified third party products;

For the list number 3 the services provided shall specifically relate to:

- Hosting of a series of SAP R/3, mySAP ERP, SAP NetWeaver components and SAP-certified third party products.

The first intended RFP will be for the implementation of mySAP HCM to support the majority of HR processes within the ECB potentially including Employee Self Services for all employees.

(b) **Type of contracts:**

Services.

4. **Place where services are to be provided:**

The ECB's premises or the corresponding venue.

5. **Period of validity of the list resulting from the call for expressions of interest:**

The expiry date of the list resulting from the call for expressions of interest is 31 December 2006. New companies may, by sending the information requested in this notice, apply to be added to the list at any time until the expiry date.

6. **Legal status of applicants:**

Not applicable.

7.(a) **Address to which applications should be sent:**

European Central Bank, Kaiserstrasse 29, D-60311 Frankfurt am Main.

(b) Applications must be signed by an authorised person and sent together with all the documentation referred to in point 8 in a sealed envelope to the above-mentioned address.

The envelope should be marked 'Call for Expression of Interest / SAP Solutions, 2004/S xxx-xxxxxx (please use the actual reference number of this notice), for the attention of: Mr H. Rudgard'. Applications sent by facsimile or electronic means will not be accepted. However, in addition to the paper version, an electronic version on CD excluding copies of the Annual Reports and any research analysts reports requested in 8.1.1.4 and 8.1.1.5 below should be sent with the application.

Applications must be in English. Only in the case of legal, financial, ISO and other certificates will original (non-English) language documents be accepted, on the condition that the applicant, if so requested, provides the ECB with a sworn translation of the original document.

The possible first use of the list is expected to take place in January 2005. Applicants who wish to ensure they are considered for the list to be used on this occasion must submit their application to arrive no later than 17.30 hours CET on 6 January 2005.

8. List of information and documents concerning the applicant's own position and the information, formalities and documents necessary for an appraisal of the minimum economic and technical standards required.

1. As proof of qualification, applicants shall provide the following information and documentation:

1.1. Company profile:

1.1.1. a) The applicant's address, telephone number and fax number, as well as the name of the person

responsible for the application for inclusion on the list of potential suppliers. b) Copies of original documents proving the applicant's legal status, place of registration and/or registered office and, if different, the applicant's main place of business.

1.1.2. a) The applicant's company profile (or equivalent) and organisation, b) including the range of expertise and type of services provided, focusing on the requirements set out in this Call for Expressions of Interest.

1.1.3. A statement of the applicant's a) overall turnover and a statement of the turnover for the last three financial years b) for the type of services described in this Call for Expressions of Interest.

1.1.4. Copies of the applicant's audited accounts and balance sheets for the past three financial years or equivalent certified documentation showing the applicant's financial position.

1.1.5. Copies of any recent research analyst reports mentioning applicant's organisation, products and/or tools/methodologies.

1.2. Resources and staffing:

1.2.1. Details of the number of the fluent English speaking SAP related professional staff/consultants working for the applicant, broken down by professional a) qualification/certification and b) location.

Note: An excellent command of English is mandatory for any staff dealing directly with the ECB.

1.2.2. Ability to permanently ensure updated and current knowledge on SAP products and new features with a) a break down of training budget per capita and b) overall training budget for SAP related training.

1.2.3. Proficiency of all relevant client service staff in a) known SAP implementation methodologies and b) the use of project management support tools for implementation (e.g. valueSAP, Solution Manager or proprietary).

1.2.4. Description of resource management model used to staff projects, clearly demonstrating how projects can effectively and quickly be staffed with fully qualified, fluent English-speaking professionals from the disciplines required for SAP projects.

1.3. Project Experience

1.3.1. A description of the applicant's applied SAP knowledge (a short overview and details are required);

1.3.2. a) A list of the main contracts of a similar nature entered into by the applicant in the last three years, together with details of the values, quantities, dates and recipients (preferably clients comparable to the ECB, such as EU institutions, central banks and other financial or public institutions) involved, with b) a detailed description of how this experience will benefit the ECB;

1.3.3. A full description of two or three SAP projects that have been successfully completed for companies, institutions or organisations comparable to the ECB (e.g. public sector, central banking, international organisations), including the following:

Project information: a) a description of the scope and strategy of each project, indicating the total duration, budget and resources and the deviation from the initial plan, budget and resources. Applicants should provide b) a description of the project quality controls in place with specific examples. c) An extract of the integration or acceptance test documents should also be included. d) For each project described, applicants are requested to provide contact details of a representative of the client's company; and Technical information: indication of hardware and SAP components, volumes processed, number of users, number of concurrent users and/or other data indicating the size of the implementation.

1.4. Project support organisation and quality control

1.4.1. a) Internal SME (Subject Matter Expertise) functions available to front-line staff and clients with b) examples of how these will accelerate projects, e.g. certified SAP centre of excellence, bench marking, benefits realisation, etc..

1.4.2. The number and quality of project accelerators (e.g. white papers, implementation papers, solution outlines, example deliverables...) provided free of charge to clients a) before, b) during and c) after implementation projects. d) Applicants are requested to provide examples of various project accelerators.

1.4.3. The ability to provide appropriate and efficient Web-based (hosted) project methodology, implementation and collaboration tools for a) project tracking, b) project documentation and c) reporting (e.g. valueSAP, Solution

Manager or proprietary) for shared use by consultants and the ECB.

1.4.4. Documents a) proving that the applicant is a holder of ISO or equivalent certification, and b) a description of the quality control philosophy and measures put in place.

9. **Date of dispatch of the notice:**

30 November 2004.

10. **Date of receipt by the Office for Official Publications of the European Communities:**

30 November 2004.