

822463-2025 - Result

Germany – IT services: consulting, software development, Internet and support – Provision of End-user Computing and Data Centre IT Infrastructure Managed Services

OJ S 239/2025 11/12/2025

Contract or concession award notice – standard regime

Services - Supplies

1. Buyer

1.1. Buyer

Official name: European Central Bank

Email: procurement@ecb.europa.eu

Legal type of the buyer: EU institution, body or agency

Activity of the contracting authority: Economic affairs

2. Procedure

2.1. Procedure

Title: Provision of End-user Computing and Data Centre IT Infrastructure Managed Services

Description: The European Central Bank (ECB) is launching this public negotiated procurement procedure for IT Managed Services in the area of End-User Computing and Data Centre IT Infrastructure.

Procedure identifier: e9d9d2f9-3c30-417a-9a30-cc8df43175f2

Previous notice: 60740-2024

Internal identifier: PRO-007681

Type of procedure: Negotiated with prior publication of a call for competition / competitive with negotiation

2.1.1. Purpose

Main nature of the contract: Services

Additional nature of the contract: Supplies

Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support

Additional classification (cpv): 72253000 Helpdesk and support services, 72253100 Helpdesk services, 72222300 Information technology services, 72224000 Project management consultancy services, 72253200 Systems support services, 72260000 Software-related services, 72400000 Internet services, 72590000 Computer-related professional services, 72610000 Computer support services, 72611000 Technical computer support services, 72700000 Computer network services, 72514100 Facilities management services involving computer operation, 64214200 Telephone switchboard services, 79993100 Facilities management services, 75112000 Administrative services for business operations, 30200000 Computer equipment and supplies, 30210000 Data-processing machines (hardware), 30230000 Computer-related equipment, 48000000 Software package and information systems , 30000000 Office and computing machinery, equipment and supplies except furniture and software packages

2.1.2. Place of performance

Anywhere in the European Economic Area

Additional information: The Services are provided exclusively by staff located in in the EEA, this means staff is physically present in the EEA when working for the delivery of the Services under this contract.

2.1.3. Value

Estimated value excluding VAT: 215 000 000,00 EUR

Maximum value of the framework agreement: 410 000 000,00 EUR

2.1.4. General information

Additional information: This tender procedure is conducted via the ECB's electronic tendering system (e-tendering) which can be accessed via the following internet address: <http://www.ecb.europa.eu/ecb/jobsproc/sourcing/html/index.en.html> If you have not used the ECB's electronic tendering system before, you need to register via the above link (click on 'Register').

Subsequently to the registration, you will receive an automated notification with your user credentials to log in (click on 'Login') and to access the tender documentation. Please note that: — A registration to the above system is only required once and you can reuse your user credentials in all future procedures of the ECB which are conducted via the above system. Therefore, please keep your user credentials for the future; — In case you should have participated in previous ECB tender procedure(s) in the past which were conducted via the ECB's prior online system, you nevertheless need to register once to the ECB's electronic tendering system under the above address; — Your mere registration does not constitute an application/tender. You must submit your application/tender via the ECB's electronic tendering system as further instructed in the application/tender documentation. The system reference number for the above procurement is: RFX-PT-2023-000085: PRO-007681-R1-EUCSO. To download the tender documents, log on to the ECB's electronic tendering system with your login and password. Expand the field 'Public Tenders – Upcoming Events'. Click on 'Click to request an invitation to this event' for the above procedure and close the new window which opens. Once the request is completed (this can take a few minutes), the status of the participation request will change to 'Invited' and the RFX documentation will be accessible via the RFX tab. Under the above link you also find user guides for detailed information on how to use the system and contact details for technical support. Should you require technical help when using the system, please contact the ECB's technical support team at sourcing.support@ecb.europa.eu by quoting the reference number and the problem experienced. Any other queries relating to this procurement procedure and the content of the procurement documentation shall be submitted as message via the ECB's e-tendering system (under the tab 'Discussion'). The ECB endeavours to answer all queries as quickly as possible but cannot guarantee a minimum time response. The ECB shall not be bound to reply to queries received less than seven calendar days before the time-limit for the submission of tenders.

Legal basis:

Other

Decision (EU) 2016/245 of the European Central Bank of 9 February 2016 laying down the rules on procurement -

5. Lot

5.1. Lot: LOT-0001

Title: Provision of End-user Computing and Data Centre IT Infrastructure Managed Services

Description: The ECB is launching this public negotiated procurement procedure to transfer its IT Infrastructure Services to a Managed Service Provider (MSP) as the future Contractor who takes over the activities and responsibilities for the operation, maintenance and support of the

Services in scope from the current MSP contract including support of migration into ECB's cloud-based DevOps service structure and Digitization model. The Services in scope (Service Towers) are clustered according to the following main service structure: 1. Service Desk – mainly 1st Level support, Incident & Service Request Management, Self Service functionality, Customer Satisfaction Surveys, Knowledge Management and Virtual agent (AI); 2. Data Centre on-prem Services – mainly Server-, Storage-, Database Management, end-to-end integrating with application (product) and business teams for all IT services; 3. Digital Workplace – mainly Desktop & Laptop Services, Mobile Device Services, Workplace Software Services, Remote Access & VDI Services, Collaboration Services; 4. Network Services – mainly WAN, MAN, Internet / Public Cloud Network Operations, Network Security Services like firewalls, load balancers, proxies, LAN/WLAN & Client for remote access Services; 5. Rate Card Services – mainly optional project activities in the above-mentioned Service areas; 6. Cross-functional Services – mainly Service Management processes and work models associated with ITIL and DevOps Framework, Security/SASE Services, Business Continuity Management. The Services delivered by the future Managed Service Provider (MSP) shall seamlessly integrate into the ECB's existing service and process structure.
Internal identifier: PRO-007681

5.1.1. Purpose

Main nature of the contract: Services

Additional nature of the contract: Supplies

Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support

5.1.2. Place of performance

Anywhere in the European Economic Area

5.1.3. Estimated duration

Duration: 60 Months

5.1.6. General information

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): yes

Additional information: The ECB intends to conclude a single framework agreement for an initial duration of 60 months, including a transition phase of approximately 4 months. The ECB reserves the right to extend the contract, one or several times, up to 36 months, for a maximum contract duration of 96 months in total.

5.1.10. Award criteria

Criterion:

Type: Quality

Description: Quality

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 60,00

Criterion:

Type: Price

Description: Price

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 40,00

5.1.15. Techniques

Framework agreement:

Framework agreement, without reopening of competition

Information about the dynamic purchasing system:

No dynamic purchase system

Electronic auction: no

5.1.16. Further information, mediation and review

Mediation organisation: The European Ombudsman

Review organisation: General Court of the European Union

Information about review deadlines: Aggrieved candidates or tenderers may challenge in writing the ECB's decision to reject their application or tender before the ECB's Procurement Review Body (PRB). The appeal before the PRB must be lodged within 10 days of receipt of the notification in accordance with Article 34(1) or the first sentence of Article 34(3) of Decision ECB/2016/2 laying down the rules on procurement, as amended. Further requirements are outlined in Article 39 of this Decision. A complaint to the European Ombudsman does not affect the deadline for lodging appeals. Decisions of the PRB may be challenged before the Court of Justice of the European Union.

Organisation providing more information on the review procedures: European Central Bank - European Central Bank

Organisation signing the contract: European Central Bank

6. Results

Maximum value of the framework agreements in this notice: 410 000 000,00 EUR

Approximate value of the framework agreements

:

215 000 000,00

EUR

6.1. Result lot identifier: LOT-0001

Winner selection status: At least one winner was chosen.

Framework agreement:

Maximum value of the framework agreement: 410 000 000,00 EUR

Re-estimated value of the framework agreement: 215 000 000,00 EUR

6.1.2. Information about winners

Winner:

Official name: DXC Technology Deutschland GmbH

Tender:

Tender identifier: Offer of DXC Technology Deutschland GmbH

Identifier of lot or group of lots: LOT-0001

Value of the tender: 410 000 000,00 EUR

The tender was ranked: yes

Rank in the list of winners: 1

The tender is a variant: no

Subcontracting: Yes

Subcontracting value is known: no

Subcontracting percentage is known: no

Contract information:

Identifier of the contract: Provision of End User Computing and Data Centre IT Infrastructure Managed Services - Single Framework Agreement

Date on which the winner was chosen: 01/10/2025
Date of the conclusion of the contract: 12/11/2025
The contract is awarded within a framework agreement: no
Information about European Union funds:
Organisation signing the contract: European Central Bank

6.1.4. Statistical information

Received tenders or requests to participate:

Type of received submissions: Tenders submitted electronically
Number of tenders or requests to participate received: 5

8. Organisations

8.1. ORG-0001

Official name: European Central Bank
Registration number: 0001
Postal address: Sonnemannstrasse 22
Town: Frankfurt am Main
Postcode: 60314
Country subdivision (NUTS): Frankfurt am Main, Kreisfreie Stadt (DE712)
Country: Germany
Contact point: Central Procurement Office
Email: procurement@ecb.europa.eu
Telephone: +49 69 1344 0
Internet address: <https://www.ecb.europa.eu/home/html/index.en.html>
Information exchange endpoint (URL): <https://www.ecb.europa.eu/ecb/jobsproc/sourcing/html/index.en.html>
Buyer profile: <https://www.ecb.europa.eu/ecb/jobsproc/tenders/html/index.en.html>

Other contact points:

Official name: European Central Bank
Department: Procurement Review Body of the European Central Bank
Postal address: Sonnemannstrasse 22
Town: Frankfurt am Main
Postcode: 60314
Country subdivision (NUTS): Frankfurt am Main, Kreisfreie Stadt (DE712)
Country: Germany
Contact point: Legal Advice Team
Email: LegalServices@ecb.europa.eu
Telephone: +49 69 13440
Internet address: www.ecb.europa.eu

Roles of this organisation:

Buyer
Organisation providing more information on the review procedures
Organisation signing the contract

8.1. ORG-0003

Official name: The European Ombudsman
Registration number: 0003
Postal address: 1 avenue du Président Robert Schuman, CS 30403
Town: Strasbourg

Postcode: 67001
Country subdivision (NUTS): Bas-Rhin (FRF11)
Country: France
Email: eo@ombudsman.europa.eu
Telephone: +33 3 88 17 23 13
Roles of this organisation:
Mediation organisation

8.1. ORG-0004

Official name: General Court of the European Union
Registration number: 0002
Postal address: Rue du Fort Niedergrünewald
Town: Luxembourg
Postcode: L-2925
Country subdivision (NUTS): Luxembourg (LU000)
Country: Luxembourg
Contact point: Registry of the General Court
Email: generalcourt.registry@curia.europa.eu
Telephone: +352 43031
Fax: +352 4302100
Internet address: <http://www.curia.europa.eu>
Roles of this organisation:
Review organisation

8.1. ORG-0005

Official name: DXC Technology Deutschland GmbH
Size of the economic operator: Large
Registration number: DE114136651
Postal address: Alfred-Herrhausen-Allee 3-5
Town: Eschborn
Postcode: 65760
Country subdivision (NUTS): Frankfurt am Main, Kreisfreie Stadt (DE712)
Country: Germany
Roles of this organisation:
Tenderer
Winner of these lots: LOT-0001

8.1. ORG-0000

Official name: Publications Office of the European Union
Registration number: PUBL
Town: Luxembourg
Postcode: 2417
Country subdivision (NUTS): Luxembourg (LU000)
Country: Luxembourg
Email: ted@publications.europa.eu
Telephone: +352 29291
Internet address: <https://op.europa.eu>
Roles of this organisation:
TED eSender

Notice information

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Form type: Result

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