

9 February 2016  
EMA/59027/2016  
European Medicines Agency

## Ex ante publicity of a negotiated procedure

### EMA/2016/16/IS – Managed Services Consultancy

The European Medicines Agency (hereinafter referred to as “the Agency” or “EMA”) intends to procure the provision of an independent consultancy services to assist and advise the Agency on a number of matters with respect to the Agency’s managed services through conclusion of a framework contract for a period of four years.

The scope of this contract may include but should not be limited to the following services:

- Analysis of the Agency’s specific requirements with regards to the reprographics, mailroom and other services defined below as the managed services;
- Assessment of the currently provided managed services in order to identify any areas for improvements and a possible introduction of recommended innovations or savings;
- Assistance with defining the services required in line with market standards;
- Assistance with the preparation of detailed procurement documents (including technical specifications, Service Level Agreement etc.) for public procurement procedure;
- Assistance with estimating the volume of the managed services contract and the resourcing;
- Assistance with the review of requirements for the exit plan and potential transfer of services to the new service provider including leasing agreements for multifunctional devices in accordance with the Agency’s contract with the current managed services provider;
- Assistance with the evaluation of the tenders for the managed services as a technical adviser;
- Assistance with benchmarking of the managed services being provided;
- Assistance with management of the managed services contract and contractor’s performance;
- Assistance with review of the business continuity and disaster recovery plans;
- Assistance with recommendation on future purchases/leasing of MFDs.

The consultant would need to be an expert in the field of on-site managed services and would need to be familiar with the latest technology and innovation in the reprographics and mail industry. The consultant would advise and assist with the drafting of the technical specifications which will form a

part of the invitation to tender for the appointment of the provider of managed services, as well as act as the technical expert to the evaluation committee.

It is to be noted that the successful tenderer or its affiliates will not be able to participate in the subsequent tender for the Agency's managed services expected to be launched in the third quarter of 2016. It is also to be noted that the advice has to be fully independent and any affiliation to tenderers for managed services or their suppliers must be declared.

Currently the managed services are defined as:

- Managing the mail services; sorting, registering and tracking all incoming and outgoing mail and courier packages and liaison with the courier company;
- The collection of mail/courier/deliveries from the loading bay and other portering services;
- Delivery and collection of mail throughout the Agency;
- Managing the in-house central reprographics functions and provision of appropriate hardware;
- Provision and management of local Multi-function devices (MFDs);
- Supply and management of office supplies and some limited IT consumables;
- Collection and disposal of the confidential waste produced throughout the Agency;
- Meeting rooms reconfigurations.

It is to be noted that the in-house managed services are outsourced and they are provided by a third party service provider selected through the procurement procedure. The team currently consists of 7 staff members including the on-site manager.

A negotiated tender with an indicative budget of GBP 42,000 is planned to be launched at the end of February or beginning of March 2016 and the framework contract awarded will be for four years.

Interested economic operators meeting the minimum technical requirements and the criteria below may express their interest by sending an e-mail to [katarzyna.kola@ema.europa.eu](mailto:katarzyna.kola@ema.europa.eu) copied to [enrico.palider@ema.europa.eu](mailto:enrico.palider@ema.europa.eu) together with your name, telephone number and email address, the name of your organisation/company, postal address and description of your business before 12:00 h on 24 February 2016.

The following minimum technical requirements shall apply to this framework contract:

- Compliance with applicable environmental, social and labour law obligations established by Union law, national legislation, collective agreements or the international environmental, social and labour conventions listed in Annex X to Directive 2014/24/EU;
- The language and format of the deliverables should be in English.
- The availability approximately of minimum of 20 full working days (minimum 15 onsite) of the lead consultant within the first three months of the performance of the contract.
- Declaration of independence and absence of any direct or indirect affiliation to any company which will participate in Agency's future tender for the managed services.

Interested economic operators should comply, at least, with the following criteria:

- All tenderers must have authorisation to perform the contract under national law.
- The average annual turnover of the tenderer for the last two financial years must be at least GBP 20,000 .

- Relevant experience of managed services consultants proposed to the Agency. Tenderers must demonstrate that they have at least two consultants. Each consultant must have a minimum of seven years full-time experience in providing consultancy service in all the following fields;
  - a. Mail services;
  - b. In-house central reprographics functions and provision of appropriate hardware;
  - c. Provision and management of local Multi-function devices (MFDs);
  - d. Supply and management of office supplies and some limited IT consumables;
  - e. Collection and disposal of the confidential waste produced throughout the Agency;
- Relevant experience of tenderer in provision of managed service consultancy services to comparable clients in the past three years. Tenderers are required to demonstrate that within the last three years they provided consultancy to at least four clients of a similar size, who outsourced their services defined in the subject of this tender as the managed services to a third party.

This publication does not constitute any obligation on the part of the Agency to invite any economic operator having expressed its interest to tender. Only the candidates invited to tender by the Agency will be admissible. Registering interest to receive an invitation to tender in a negotiated procedure of this type does not create any legal right or legitimate expectation on the part of any economic operator.