

Title:

Outsourced IT Service Desk

Contracting authority:

[European Medicines Agency \(EMA\)](#)

TED publication date:

26/04/2022

Time limit for receipt of tenders:

30/05/2022

Status:

Open

**Tender reference
number**

EMA/2021/14/IT

Title

Outsourced IT Service Desk

Description

The purpose of this call for tender is to be able to contract an outsourced IT service desk to provide support services to a user community consisting of up to 1 500 people, including staff, contractors and other stakeholders, at EMA's office premises in Amsterdam, the Netherlands, plus a larger stakeholder community requesting services from various locations, mainly within the European Union, at a competitive market price.

Contract type

Services

Procedure type

Open procedure

Status

Open

Published on TED



Submission Method

Electronic

**Information about a
public contract, a
framework agreement
or a dynamic
purchasing system
(DPS)**

Framework agreement

**Address of the buyer
profile: (URL)**

<https://www.ema.europa.eu/en/about-us/procurement>

Award method

Best price-quality ratio

Estimated total value

27000000.00 EUR

Estimated value

27000000.00 EUR

Main CPV

72000000

NUTS

NL