

**Belgium-Brussels: Provision of Operations, Integration and Control of IT Service Management for IT Systems (ITSM3 Integration)**

OJ S 93/2020 13/05/2020

Contract award notice

Services

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: European Commission, Directorate-General Taxation and Customs Union

Postal address: J79 05/33

Town: Brussels

NUTS code: BE Belgique / België

Postal code: 1049

Country: Belgium

Contact person: Caroline EDERY

E-mail: [taxud-tenders@ec.europa.eu](mailto:taxud-tenders@ec.europa.eu)

Telephone: +32 22969906

Fax: +32 22995444

**Internet address(es):**Main address: [http://ec.europa.eu/taxation\\_customs/calls-tenders-grants-calls-expression-interest\\_en](http://ec.europa.eu/taxation_customs/calls-tenders-grants-calls-expression-interest_en)**I.4. Type of the contracting authority**

European institution/agency or international organisation

**I.5. Main activity**

Other activity: Taxation and Customs Union

**Section II: Object**

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**II.1. Scope of the procurement****II.1.1. Title**

Provision of Operations, Integration and Control of IT Service Management for IT Systems (ITSM3 Integration)

Reference number: TAXUD/2020/AO-09

**II.1.2. Main CPV code**

72000000 IT services: consulting, software development, Internet and support

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

This negotiated procedure covers the increase of the ceiling of the awarded framework contract.

#### **II.1.6. Information about lots**

This contract is divided into lots: no

#### **II.1.7. Total value of the procurement**

Value excluding VAT: 7 000 000,00 EUR

### **II.2. Description**

#### **II.2.3. Place of performance**

NUTS code: BE1 Région de Bruxelles-Capitale/Brussels Hoofdstedelijk Gewest

Main site or place of performance: From the contractor's usual premises in the EU. All information/data processed by the contractor in the context of the performance of the contract must remain stored exclusively in the EU.

#### **II.2.4. Description of the procurement**

Services include the integration of the technical, administrative and operational management. This involves the architecture, operations, asset, contract, security and project management aspects. The main objective is to ensure the coherence, the completeness and the efficiency of DG Taxation and Customs Union IT-services. Services also include the provision of project management support, benchmarking and consultancy on collaboration. The actual operational and technical services necessary to operate or implement the systems are outside the scope of the contract.

#### **II.2.5. Award criteria**

Quality criterion - Name: As stated in the initial procurement documents / Weighting: 70

Price - Weighting: 30

#### **II.2.11. Information about options**

Options: no

#### **II.2.13. Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds:  
yes

Identification of the project: This procurement is related to the customs 2020 and Fiscalis 2020 programmes and their respective successor programmes.

#### **II.2.14. Additional information**

### **Section IV: Procedure**

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#### **IV.1. Description**

##### **IV.1.1. Type of procedure**

Award of a contract without prior publication of a call for competition in the Official Journal of the European Union in the cases listed below

- New works/services, constituting a repetition of existing works/services and ordered in accordance with the strict conditions stated in the directive

Explanation:

The circumstances which justify the use of a negotiated procedure without prior publication of a contract notice, in accordance with Point 11.1(e) of Annex I to Regulation (EU, Euratom) 2018/1046, for the increase of the ceiling of framework contract TAXUD/2017/CC/138 are: the

services consist in the repetition of similar services entrusted to the economic operator to which the original contract was awarded and the services are in conformity with the basic project for which the original contract was awarded. Furthermore, in accordance with Point 11.4 of the same Regulation, the negotiated procedure takes place within 3 years of the conclusion of the initial contract whilst the possible use of the negotiated procedure was disclosed at the moment of tendering for the basic project.

**IV.1.3. Information about a framework agreement or a dynamic purchasing system**

The procurement involves the establishment of a framework agreement

**IV.1.8. Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: yes

**IV.2. Administrative information**

**IV.2.1. Previous publication concerning this procedure**

Notice number in the OJ S: [2017/S 160-329620](#)

**IV.2.8. Information about termination of dynamic purchasing system**

**IV.2.9. Information about termination of call for competition in the form of a prior information notice**

**Section V: Award of contract**

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**Contract No:** TAXUD/2017/CC/139

**Title:**

Provision of Operations, Integration and Control of IT Service Management for IT Systems (ITSM3 Integration)

A contract/lot is awarded: yes

**V.2. Award of contract**

**V.2.1. Date of conclusion of the contract**

07/04/2020

**V.2.2. Information about tenders**

Number of tenders received: 1

The contract has been awarded to a group of economic operators: no

**V.2.3. Name and address of the contractor**

Official name: PwC EU Services EESV (leader), Trasy International EEIG, Sopra Steria Benelux S.A./N.V.

Town: Sint-Stevens-Woluwe

NUTS code: BE Belgique / België

Country: Belgium

The contractor is an SME: no

**V.2.4. Information on value of the contract/lot**

Total value of the contract/lot: 33 268 494,56 EUR

**V.2.5. Information about subcontracting**

## Section VI: Complementary information

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### VI.3. Additional information

### VI.4. Procedures for review

#### VI.4.1. Review body

Official name: General Court of the Court of Justice of the European Union

Postal address: rue du Fort Niedergrünwald

Town: Luxembourg

Postal code: 2925

Country: Luxembourg

E-mail: [cfi.registry@curia.europa.eu](mailto:cfi.registry@curia.europa.eu)

Telephone: +352 4303-1

Fax: +352 4303-2100

Internet address: <http://curia.europa.eu>

#### VI.4.2. Body responsible for mediation procedures

Official name: The European Ombudsman

Postal address: 1 avenue du Président Robert Schuman, CS 30403

Town: Strasbourg Cedex

Postal code: 67001

Country: France

Telephone: +33 388172313

Fax: +33 388179062

Internet address: <http://www.ombudsman.europa.eu>

#### VI.4.4. Service from which information about the review procedure may be obtained

Official name: European Commission, Directorate-General for Taxation and Customs Union

Postal address: J79 05/33

Town: Brussels

Postal code: 1049

Country: Belgium

E-mail: [taxud-tenders@ec.europa.eu](mailto:taxud-tenders@ec.europa.eu)

Telephone: +32 22969906

Fax: +32 22995444

Internet address: [http://ec.europa.eu/taxation\\_customs/index\\_en.htm](http://ec.europa.eu/taxation_customs/index_en.htm)

### VI.5. Date of dispatch of this notice

06/05/2020