

**Belgium-Brussels: Provision of operations, integration and control of IT service management for IT systems (ITSM3 integration)**

OJ S 180/2016 17/09/2016

Contract 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 for Taxation and Customs Union

Postal address: rue Joseph II 79 (office J-79 6/40)

Town: Brussels

NUTS code: BE100 Arr. de Bruxelles-Capitale/Arr. Brussel-Hoofdstad

Postal code: 1049

Country: Belgium

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

Telephone: +32 22995050

Fax: +32 22995444

**Internet address(es):**Main address: [https://ec.europa.eu/taxation\\_customs/calls-tenders-grants-calls-expression-interest/calls-tenders\\_en](https://ec.europa.eu/taxation_customs/calls-tenders-grants-calls-expression-interest/calls-tenders_en)**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: [https://ec.europa.eu/taxation\\_customs/calls-tenders-grants-calls-expression-interest/calls-tenders\\_en](https://ec.europa.eu/taxation_customs/calls-tenders-grants-calls-expression-interest/calls-tenders_en)

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted to the abovementioned address

**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/2016/AO-02.

**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**

The present call for tenders relates to the provision of IT service management support for DG Taxation and Customs Union IT systems.

The procurement documents will be available for downloading from the website of the Directorate-General for Taxation and Customs Union ([https://ec.europa.eu/taxation\\_customs/calls-tenders-grants-calls-expression-interest/calls-tenders\\_en](https://ec.europa.eu/taxation_customs/calls-tenders-grants-calls-expression-interest/calls-tenders_en)).

### **II.1.5. Estimated total value**

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

This contract is divided into lots: no

## **II.2. Description**

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

NUTS code: 00 Other or Not Specified

Main site or place of performance: The contractor's usual premises within the EU. All information and 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 call for tenders.

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.6. Estimated value**

### **II.2.7. Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months: 96

This contract is subject to renewal: no

### **II.2.10. Information about variants**

Variants will be accepted: no

### **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:

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

- Customs 2020 programme (Regulation (EU) No 1294/2013 of the European Parliament and of the Council of 11.12.2013).
- Fiscalis 2020 programme (Regulation (EU) No 1286/2013 of the European Parliament and of the Council of 11.12.2013).

## **Section III: Legal, economic, financial and technical information**

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### **III.1. Conditions for participation**

#### **III.1.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions:

As stated in the procurement documents.

#### **III.1.2. Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3. Technical and professional ability**

Selection criteria as stated in the procurement documents

### **III.2. Conditions related to the contract**

#### **III.2.2. Contract performance conditions**

Tenders from consortia of firms or groups of service providers: contractors or suppliers must specify and quantify the role, qualifications and experience of each member of the consortium or group. In the case of a joint offer, one of the companies has to be designated as the prime contractor but partners in a joint offer assume joint and several liability towards the European Commission for the performance of the contract as a whole.

#### **III.2.3. Information about staff responsible for the performance of the contract**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

## **Section IV: Procedure**

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

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

Open procedure

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

The procurement involves the establishment of a framework agreement

Framework agreement with a single operator

In the case of framework agreements, provide justification for any duration exceeding 4 years:

Complex and long handover/takeover periods.

#### **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.2.2. Time limit for receipt of tenders or requests to participate**

Date: 15/12/2016 Local time: 16:00

#### **IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates**

#### **IV.2.4. Languages in which tenders or requests to participate may be submitted**

English, Bulgarian, Danish, German, Greek, Estonian, Finnish, French, Irish, Croatian, Hungarian, Italian, Latvian, Lithuanian, Maltese, Dutch, Polish, Portuguese, Romanian, Slovak, Slovenian, Spanish, Swedish, Czech

#### **IV.2.6. Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 12 (from the date stated for receipt of tender)

#### **IV.2.7. Conditions for opening of tenders**

Date: 22/12/2016 Local time: 10:00

Place:

rue Joseph II 79, 1000 Brussels, BELGIUM.

Information about authorised persons and opening procedure: Subject to prior request, 1 representative per tenderer only.

### **Section VI: Complementary information**

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#### **VI.1. Information about recurrence**

This is a recurrent procurement: no

#### **VI.3. Additional information**

1. Services will be delivered from the contractor's usual premises from within the EU territory. All information and data processed by the contractor in the context of the performance of the contract must remain stored exclusively within the EU territory.
2. The contract is related to a project and/or programme financed by European Union funds:
  - Customs 2020 programme (Regulation (EU) No 1294/2013 of the European Parliament and of the Council of 11.12.2013 establishing an action programme for customs in the European Union for the period 2014–2020 (Customs 2020) and repealing Decision No 624/2007/EC) and following programmes,
  - Fiscalis 2020 programme (Regulation (EU) No 1286/2013 of the European Parliament and of the Council of 11.12.2013 establishing an action programme to improve the operation of taxation systems in the European Union for the period 2014–2020 (Fiscalis 2020) and repealing Decision No 1482/2007/EC) and following programmes.
3. Justification for a framework agreement, the duration of which exceeds 4 years: complex and long handover/takeover periods alongside the need to ensure a sufficient and stable period of continuity for operations and support.
4. The procurement documents will be available for downloading from the website of the Directorate-General for Taxation and Customs Union ([https://ec.europa.eu/taxation\\_customs/calls-tenders-grants-calls-expression-interest/calls-tenders\\_en](https://ec.europa.eu/taxation_customs/calls-tenders-grants-calls-expression-interest/calls-tenders_en)).

#### **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 06/40  
Town: Brussels  
Postal code: 1049  
Country: Belgium  
E-mail: [taxud-tenders@ec.europa.eu](mailto:taxud-tenders@ec.europa.eu)  
Telephone: +32 22995050  
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**

07/09/2016