

B-Brussels: provision of services to cover IT service management for the IT systems (ITSM2) — lots 1, 2 and 3

OJ S 198/2012 13/10/2012

Contract award notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: European Commission, Taxation and Customs Union DG

Postal address: rue Joseph II 79 (Office J79 — 6/40)

Town: Brussels

Postal code: 1049

Country: Belgium

For the attention of: Jean-Louis Vergnolle

E-mail: taxud-tenders@ec.europa.eu

Telephone: +32 22963332

Fax: +32 22995444

Internet address(es):General address of the contracting authority: http://ec.europa.eu/taxation_customs/index_en.htm**I.2. Type of the contracting authority**

European institution/agency or international organisation

I.3. Main activity

Other: Taxation and Customs Union

I.4. Contract award on behalf of other contracting authorities

The contracting authority is purchasing on behalf of other contracting authorities: no

Section II: Object of the contract

II.1. Description**II.1.1. Title**

Provision of services to cover IT service management for the IT systems (ITSM2) — lots 1, 2 and 3.

II.1.2. Type of contract and place of performance or delivery

Services

Main site or place of performance: Services will be performed at the contractor's usual workplace and at the Commission's premises.

NUTS code

II.1.3. Information about a framework agreement or a dynamic purchasing system (DPS)

The procurement involves the establishment of a framework agreement

II.1.4. Short description of the contract or purchase(s)

This call for tenders covers the procurement of services and deliverables in the area of the IT

service management applied to customs, taxation and excise applications and trans-European systems.

In order to do so, this IT service management call for tenders comprises 3 lots for the execution of the services:

lot 1: IT service management, covering applications management, operations, hardware infrastructure and building infrastructure for both CCN and central applications;

lot 2: trans-European systems management. This lot will provide support services for the coordination of implementation of trans-European systems in Member States;

lot 3: operations integration and control. This lot aims at providing advice for IT architecture, service management, service control, service improvement, change management and benchmarking.

II.1.5. CPV code(s)

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

II.1.6. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: yes

II.2. Total value of the contract/lot

II.2.1. Total value of the contract/lot

Value: 188 998 334,27 EUR
excluding VAT

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Open

IV.2. Award criteria

IV.2.1. Award criteria

IV.2.2. Information about electronic auction

An electronic auction has been used: no

IV.3. Administrative information

IV.3.1. File reference number attributed by the contracting authority

TAXUD/2010/AO-13.

IV.3.2. Previous publication concerning this procedure

Prior information notice

Notice number in the OJ S: [2010/S 159-244931](#) of 18.8.2010

Contract notice

Notice number in the OJ S: [2011/S 189-308057](#) of 1.10.2011

Other previous publications

Notice number in the OJ S: [2011/S 130-214988](#) of 9.7.2011

Notice number in the OJ S: [2011/S 116-190745](#) of 18.6.2011

Notice number in the OJ S: [2010/S 242-368883](#) of 14.12.2010

Section V: Award of contract

Contract No: TAXUD/2012/CC/112

Lot title: Lot 1 — IT service management, covering applications management, operations, hardware infrastructure and building infrastructure for both CCN and central applications

V.1. Date of conclusion of the contract

27.6.2012

V.2. Information about tenders

Number of tenders received: 4

V.3. Name and address of the contractor

Official name: IBM Belgium BBVA/SPRL

Postal address: avenue du Bourget 40

Town: Brussels

Postal code: 1130

Country: Belgium

V.4. Information on value of the contract/lot

Initial estimated total value of the contract/lot:

Value: 130 000 000 EUR

excluding VAT

Total value of the procurement:

Value: 142 602 669,87 EUR

excluding VAT

V.5. Information about subcontracting

The contract is likely to be subcontracted: yes

Value or proportion likely to be subcontracted to third parties:

Proportion: 68 %

Short description of the value/proportion of the contract to be sub-contracted: E2E (2 %).

IBM Romania (30 %).

IBM Global Service Delivery Centre Poland (36 %).

Contract No: TAXUD/2012/CC/113

Lot title: Lot 2 — trans-European systems management — services for the coordination of implementation of trans-European systems in Member States

V.1. Date of conclusion of the contract

27.6.2012

V.2. Information about tenders

Number of tenders received: 2

V.3. Name and address of the contractor

Official name: Consortium composed by Intrasoft International SA, IBM Belgium BBVA/SPRL and Sword Technologies SA

Postal address: 2B, rue Nicolas Bové

Town: Luxembourg

Postal code: 1253

Country: Luxembourg

V.4. Information on value of the contract/lot

Initial estimated total value of the contract/lot:

Value: 46 000 000 EUR

excluding VAT
Total value of the procurement:
Value: 28 746 823,70 EUR
excluding VAT

V.5. Information about subcontracting

The contract is likely to be subcontracted: no

Contract No: TAXUD/2012/CC/114

Lot title: Lot 3 — operations integration and control — advice for IT architecture, service management, service control, service improvement, change management and benchmarking

V.1. Date of conclusion of the contract

27.6.2012

V.2. Information about tenders

Number of tenders received: 5

V.3. Name and address of the contractor

Official name: Consortium composed by: PWC EU Services EESV Belgium, Trasys SA
Belgium, Steria Benelux SA/NV
Postal address: Woluwedal 18
Town: Sint-Stevens-Woluwe
Postal code: 1932
Country: Belgium

V.4. Information on value of the contract/lot

Initial estimated total value of the contract/lot:
Value: 13 000 000 EUR
Total value of the procurement:
Value: 17 648 840,70 EUR
excluding VAT

V.5. Information about subcontracting

The contract is likely to be subcontracted: no

Section VI: Complementary information

VI.1. 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: Customs 2013 programme (Decision 624/2007/EC of the European Parliament and of the Council), Fiscalis 2013 programme (Decision 1482/2007/EC of the European Parliament and of the Council) and their succeeding programmes (Customs and Fiscalis 2020).

VI.2. Additional information

The 3 framework contracts were signed on 16.8.2012.

VI.3. Procedures for review

VI.3.1. Review body

Official name: General 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
Telephone: +352 4303-1
Fax: +352 4303-2100
Internet address: <http://curia.europa.eu>

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.3.2. Review procedure

Precise information on deadline(s) for review procedures: The lodging of an appeal by a tenderer against the contract award decision must be done within 2 months from the date of the sending of the letter informing the tenderers that the contracting authority has made a decision regarding the award of a contract.

VI.3.3. Service from which information about the review procedure may be obtained

Official name: European Commission, Taxation and Customs Union DG
Postal address: rue Joseph II 79 (Office J79 — 6/40)
Town: Brussels
Postal code: 1049
Country: Belgium
E-mail: taxud-tenders@ec.europa.eu
Telephone: +32 22963332
Fax: +32 22995444
Internet address: http://ec.europa.eu/taxation_customs/index_en.htm

VI.4. Date of dispatch of this notice

3.10.2012