

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

OJ S 160/2017 23/08/2017

Contract award notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

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

Postal address: rue Joseph II 79, Office 05/40

Town: Bruxelles

NUTS code: BE Belgique / België

Postal code: 1049

Country: Belgium

Contact person: Mr Stéphane Mail Fouilleul

E-mail: taxud-tenders@ec.europa.eu**Internet address(es):**Main address: http://ec.europa.eu/taxation_customs/index_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

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

This framework contract covers the provision of IT service management support for DG Taxation and Customs Union IT systems.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 26 268 494,56 EUR

II.2. Description

II.2.3. Place of performance

NUTS code: 00 Other or Not Specified

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 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:

II.2.14. Additional information

Section IV: Procedure

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

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: [2016/S 180-322105](#)

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

Contract No: TAXUD/2017/CC/139

Title:

Provision of operations, integration and control of IT service management for IT systems of the Directorate-General for Taxation and Customs Union (ITSM3 integration)

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

09/08/2017

V.2.2. Information about tenders

Number of tenders received: 4

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.

Postal address: Woluwe Garden, Woluwedal 18

Town: Sint-Stevens-Woluwe

NUTS code: BE Belgique / België

Postal code: 1932

Country: Belgium

The contractor is an SME: no

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

Total value of the contract/lot: 26 268 494,56 EUR

V.2.5. Information about subcontracting

Section VI: Complementary information

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 Niedergrünewald

Town: Luxembourg

Postal code: 2925

Country: Luxembourg

E-mail: cfi.registry@curia.europa.eu

Telephone: +32 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 05/40
Town: Brussels
Postal code: 1049
Country: Belgium
E-mail: taxud-tenders@ec.europa.eu
Telephone: +32 22995050
Fax: +32 22995444
Internet address: http://ec.europa.eu/taxation_customs/index_en

VI.5. Date of dispatch of this notice

11/08/2017