

Belgium-Brussels: TAXUD/2015/AO-03 Provision of IT operations and IT service management for DG Taxation and Customs Union IT systems (ITSM3 operations)

OJ S 199/2016 14/10/2016

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 J-79 6/40)

Town: Brussels

NUTS code: BE Belgique / België

Postal code: 1049

Country: Belgium

E-mail: 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**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**

TAXUD/2015/AO-03 Provision of IT operations and IT service management for DG Taxation and Customs Union IT systems (ITSM3 operations).

Reference number: TAXUD/2015/AO-03.

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 invitation to tender relates to the provision of IT operations and IT service management for DG Taxation and Customs Union IT systems (ITSM3 operations).

The core of the services corresponds to the technical and operational support of the infrastructure, platforms (middleware) and IT applications; this involves testing, deployment, monitoring, configuration and administration of hardware and software components. The main objective of ITSM3 is to ensure IT service continuity, through a standardised catalogue of services, continuously adapted in response to DG Taxation and Customs Union evolving business and policy needs. These translate into growing capacity, availability and security requirements.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 177 492 243,28 EUR

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 from within the EU. All information and data processed by the contractor in the context of the performance of the contract must remain stored within the EU territory.

II.2.4. Description of the procurement

In addition to technical and operational services, this invitation to tender covers other needs:

- service desk,
- IT service management processes,
- security management services,
- provision of training sessions, workshops and translations,
- project management office and related support services,
- takeover from the incumbent ITSM2 lot 1 contractor and handover at the end of the contract,
- maintenance and development of necessary tooling to support the services included in the contract,
- service strategy and transformation processes, to ensure continual service improvement (CSIP); taking into account the expected long duration of the contract, this is to re-align IT services to evolving business and policy needs of DG Taxation and Customs Union, making best use of available technologies and methodologies.

All the above must be supported by coordination services, given the number of actors involved with DG Taxation and Customs Union IT systems (contractors, national administrations, Commission DGs and agencies, etc.).

II.2.5. Award criteria

Quality criterion - Name: Criteria as published 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: [2015/S 231-418968](#)

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/2016/CC/137

Title:

TAXUD/2015/AO-03 Provision of IT operations and IT service management for DG Taxation and Customs Union IT systems (ITSM3 operations)

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

30/09/2016

V.2.2. Information about tenders

Number of tenders received: 2

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

V.2.3. Name and address of the contractor

Official name: IBM Belgium BVBA/SPRL

Postal address: avenue du Bourget 42

Town: Brussels

NUTS code: BE Belgique / België

Postal code: 1130

Country: Belgium

The contractor is an SME: no

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

Total value of the contract/lot: 177 492 243,28 EUR

V.2.5.

Information about subcontracting

The contract is likely to be subcontracted Value or proportion likely to be subcontracted to third parties Proportion: 90 % Short description of the part of the contract to be subcontracted:

IBM Romania S.R.L: 50 %.

IBM Services Center France SAS: 3 %.

IBM Global Services Delivery Center Polska: 35 %.

Symfoni Software Belgium BVBA: 1 %.

ZeroChaos Belgium BVBA: 1 %.

Section VI: Complementary information

VI.3. Additional information

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.

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

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.4.3. 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 sending of the letter informing the tenderers that the contracting authority has made a decision regarding the award of a contract.

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

Telephone: +32 22995050

Fax: +32 22995444

Internet address: http://ec.europa.eu/taxation_customs/index_en.htm

VI.5. Date of dispatch of this notice

04/10/2016