

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 231/2015 28/11/2015

Contract notice

Services

Directive 2004/18/EC

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

Postal code: 1049

Country: Belgium

For the attention of: Stéphane Mail Fouilleul

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

Telephone: +32 22995050

Fax: +32 22995444

Internet address(es):General address of the contracting authority: http://ec.europa.eu/taxation_customs/index_en.htm**Additional information can be obtained from:**

the abovementioned address

Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:

the abovementioned address

Tenders or requests to participate must be submitted: the abovementioned address**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 attributed to the contract by the contracting authority**

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

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

Services

Service category No 7: Computer and related services

Main site or place of performance: Services will be delivered from the contractor's usual premises from within EU territory. All information and data processed by the contractor in the context of the performance of the contract must remain stored exclusively within EU territory.
NUTS code

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

The procurement involves the establishment of a framework agreement

II.1.4. Information about framework agreement

Framework agreement with a single operator

Duration of the framework agreement

Duration in years: 8

In the case of framework agreements, provide justification for any duration exceeding 4 years: Complex and long handover/takeover periods alongside the need to ensure a sufficient and stable period of continuity for operations and support.

II.1.5. Short description of the contract or purchase(s)

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.

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 the 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.1.6. CPV code(s)

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

II.1.7. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: yes

II.1.8. Lots

This contract is divided into lots: no

II.1.9. Information about variants

Variants will be accepted: no

II.2. Scope of the procurement

II.2.1. Total quantity or scope

1 framework contract with a duration of 4 years + 4 possible extensions of 1 year each.

II.2.2. Information about options

Options: no

II.2.3. Information about renewals

This contract is subject to renewal: no

II.3. Duration of the contract or time limit for completion

Duration in months: 96 (from the award of the contract)

Section III: Legal, economic, financial and technical information

III.1. Conditions related to the contract

III.1.1. Deposits and guarantees required

III.1.2. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them

As stated in the tendering specifications.

III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded

As stated in the tendering specifications.

III.1.4. Contract performance conditions

The performance of the contract is subject to particular conditions: yes

Description of particular 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. Conditions for participation

III.2.1. 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 tendering specifications.

III.2.2. Economic and financial ability

List and brief description of conditions: As stated in the tendering specifications.

III.2.3. Technical and professional ability

List and brief description of conditions:

As stated in the tendering specifications.

III.2.4. Information about reserved contracts

III.3. Conditions specific to services contracts

III.3.1. Information about a particular profession

Execution of the service is reserved to a particular profession: no

III.3.2. 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: yes

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Open

IV.1.2. Information about the limits on the number of candidates to be invited

IV.1.3. Information about reduction of the number of solutions or tenders during negotiation or dialogue

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of Price is not the only award criterion and all criteria are stated only in the procurement documents

IV.2.2. Information about electronic auction

An electronic auction will be used: no

IV.3. Administrative information

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

TAXUD/2015/AO-03.

IV.3.2. Previous publication concerning this procedure

no

IV.3.3. Conditions for obtaining specifications and additional documents or descriptive document

IV.3.4. Time limit for receipt of tenders or requests to participate

15.3.2016 - 16:00

IV.3.5. Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.3.6. Languages in which tenders or requests to participate may be submitted

Any EU official language

IV.3.7. Minimum time frame during which the tenderer must maintain the tender

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

IV.3.8. Conditions for opening of tenders

Date: 22.3.2016 - 10:00

Place:

rue Joseph II 79, 1049 Brussels, BELGIUM.

Persons authorised to be present at the opening of tenders: yes

Information about authorised persons and opening procedure: Subject to prior request, only 1 representative of each tenderer (a tendering group is considered as 1 tenderer).

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. 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 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.3. Additional information

(1) The documents will be available for downloading from the website of the Directorate-General for Taxation and Customs Union within 1 week after the publication of this notice in the 'Official Journal of the European Union'. The Internet address for access to the documents is http://ec.europa.eu/taxation_customs/common/tenders_grants/tenders/index_en.htm

(2) Complementary services, as stated in the tendering specifications, may be requested by the Commission according to the conditions foreseen in Article 104 of the Financial Regulation and in Article 134.1(f) of the rules of application, for a maximum value of 50 % of the framework contract's awarded amount.

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>

Body responsible for mediation procedures

Official name: 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.4.2. 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 sending of the letter informing the tenderers that the contracting authority has made a decision regarding the award of a contract.

VI.4.3. 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

18.11.2015