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COVER	

0. COVER

ANNEX II.B.1

ORIGINATOR: TAXUD R4	ISSUE DATE: 21/09/2011	VERSION: FINAL
<p>TERMS OF REFERENCE</p> <p>INVITATION TO TENDER TAXUD/2010/A0-13</p> <p>LOT2</p> <p>for provision of services to cover IT service management for the IT systems (ITSM2) – Trans-European Systems management (TES)</p>		

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0.3. ACRONYMS AND DEFINITIONS

In this document, the Directorate-General Taxation and Customs Union of the European Commission, which is the contracting authority, will be further referred to as “the Commission” or “ DG TAXUD ”.

ACD	Automated Call Distribution
ACT	Application configuration tool
AEO	Authorised Economic Operators
AMDB	Availability Management Database
AN	As Needed
APM	Application Portfolio Management
ART	Activity Reporting Tool
ATS	Acceptance Test Specifications
BCP	Business Continuity Plan
BL	Baseline
BMM	Bilateral Monthly Meeting
BPM	Business Process Modelling
BT	Business Thread
BTI	Binding Tariff Information
BTM	Business Thread Manager
CAB	Change Advisory Board
CAP	Capacity Management
CAPS	Customs Applications
CCN	Common Communications Network
CCN2	Common Communications Network 2
CCN/TC	Common Communications Network / Technical Centre
CCN/CSI	Common Communications Network / Common System Interface
CCN/WAN	Common Communications Network / Wide Area Network provider
CDB	Capacity Management Database
Cfsu	COSMIC FFP functional size unit (ISO 19.761:2003)
CI	Configuration Item
CIA	Classification of Information Assets
CIRCA	Communication and Information Resource Centre Administrator
CIRCABC	Communication and Information Resource Centre for Administrations, Businesses and Citizens
CIS	Customs IT Systems sector
CMDB	Configuration Management Database

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CMMI	Capability Maturity Model Integration
CN	Combined Nomenclature
CO ²	Carbon Dioxide
COBIT	Control Objectives for Information and related Technology
COM	European Commission
CONF	Conformance test environment
COPIs	anti-Counterfeit and anti-Piracy system
COTS	Commercial Off-The-Self (software packages)
CPCA	Common Priority Control Area
CPT	Central Project Team
CQP	Contract Quality Plan
CRC	Common Risk Criteria
CS	Central Services
CSF	Critical Success Factor
CSIP	Continuous Service Improvement Programme
CSIPM	Continuous Service Improvement Programme Manager
CSISC	Continuous Service Improvement Steering Committee
CS/RD	Central Services/Reference Data
CT	Conformance test
CUSTDEV2	Development contractor for customs systems 2
DDS	Data Dissemination System
DE	German
DEV	Development
DG	Directorate General
DG AGRI	European Commission DG Agriculture
DIGIT	Directorate-General for Informatics
DIGIT/DC	Data Centre of the European Commission
DLV	Deliverable
DM	Demand Management
DML	Definitive Media Library
DMZ	Demilitarized Zone
DRP	Disaster Recovery Plan
DSL	Definitive Software Library
DTM	Deliverable Tracking Matrix
EAS	Entreprise IT architecture and Strategy
EBTI	European Binding Tariff Information
EC	European Commission
ECG	Electronic Customs Group
ECICS	European Customs Inventory of Chemical Substances
ECS	Export Control System

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EfA	Estimate for Action
EMCS	Excise Movement and Control System
EMCS-DEV	Development contractor for Excise systems
EN	English
EoF	Exchange of Forms
EORI	Economic Operators' Registration and Identification System
EOS	Economic Operators Systems
EU	European Union
EUROFISC	Network between MSAs supporting administrative cooperation in the field of tax evasion and tax fraud
EWSE	Early Warning System for Excise
FAQ	Frequently Asked Questions
FAT	Factory Acceptance Test
FC	Framework Contract
FISCO	Fiscal Compliance Experts' Group
FITSDEV	Development contractor for Fiscalis ¹ systems
FITSDEV2	Development contractor for Fiscalis systems 2 (Replacing FITSDEV)
FITS-TC	Fiscalis Technical Centre
FP	Fixed Price
FQP	Framework Quality Plan
FR	French
FS	Functional Specifications
FTE	Full Time Equivalent
GANTT	A chart that depicts progress in relation to time
GLT	Glossary of Terms
GQI	Global Quality Indicator
GTT	Generic Test Tool
GW	Gateway
HO	Handover
HoS	Head of Sector
HoU	Head of Unit
HTTP	HyperText Transfer Protocol
HTTPS	HyperText Transfer Protocol Secure
HW	Hardware
IA	Individual Acceptance
ICS	Import Control System
ICT	Information & Communications Technology

¹ Covering Taxation and Excise

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ICT IM	ICT Infrastructure Management (ITIL process)
ID	Individual Delivery
ILIADe	Intra Laboratory Inventory of Analytical Determination
IP	Internet Protocol
IPR	Intellectual Property Rights
IPSec	Internet Protocol Security
IS	Information Systems
ISD	Infrastructure and Service Delivery sector
ISO/IEC	International Organization for Standardization/ International Electrotechnical Commission
ISPP	Information System for Processing Procedures
IT	Information Technology
ITIL	IT Infrastructure Library
ITOP	Weekly operational planning - Installation and Testing Operational Plan
ITSC	IT Steering Committee
ITSCM	ITSM Continuity Management
ITSM	IT Service Management
ITSM2	IT Service Management 2 (ITSM2 Programme)
ITT	Invitation To Tender
IVR	Interactive Voice Response
IWP	Internal Working Procedures
JIT	Just In Time
J2EE	Java 2 Platform Enterprise Edition
KDB	Knowledge Database
KEL	Known Error List
KPI	Key Performance Indicator
LAN	Local Area Network
LCMS	Local CCN Mail Server
LISO	Information Security Officer
LSYA	Local System Administrator
MOM	Minutes of Meeting
MA	Mutual Agreement
MCC	Modernised Customs Code
MCP	Monthly Consolidated Plan
Mini1SS	Mini-One Stop Shop
MO	Managed Object
MPR	Monthly Progress Report
MRN	Movement Reference Number
MS	Member State

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MSA	Member State Administration
MSR	Monthly Service Report
MQ	Message Queue
MTTR	Mean Time To Repair
MVS	Movement Verification System
N.A.	Not Applicable
NA	National Administration
NCTS	New Computerised Transit System
NCTS Lot2	NCTS Service Desk
NCTS TIR	NCTS part dealing with transit declarations and movements of road transport (Transport International Routier)
NECA	National Export Control Application
NICA	National Import Control Application
NTA	National Transit Application
OD	On Demand services
ODL	Operational Document Library
OECD	Organisation for Economic Co-operation and Development
OGC	Office of Government Commerce
OIB	Office for infrastructure and logistics in Brussels
OIL	Office for infrastructure and logistics in Luxembourg
OJ	Official Journal
OLA	Operational Level Agreement
OLAF	Office De Lutte Anti-fraude / European Anti-Fraud Office
OPL	Official Price List
OR	On Request
OS	Operating System
PDA	Personal Digital Assistant
P&I	Products & Infrastructure
PERT	Program evaluation and review technique. Also called "critical path method"
PQP	Programme Quality Plan
PreCT	Pre-Conformance Test
PSAT (preSAT)	Pre Site Acceptance Test
PS	Project Support sector
QA	Quality Assurance
QC	Quality Control
QoD	Quality of Data
QoS	Quality of Service
QT	Qualification Tests

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QTM	Quoted Time and Means
RDP	Remote Desktop Protocol
REX	Registered Exporters
RfA	Request for Action
RfC	Request for Change
RfE	Request for Estimation
RfI	Request for Information
RfO	Request for Offer
RfS	Request for Service
RIF	Risk Information Form
RSD	Release Scope Document
SA	Self Assessment
SAT	Site Acceptance Testing
SB	Service Block
SC	Specific Contract
SD	Service Desk
SE	Service
SEAP	Single Electronic Access point
SEED	System for Exchange of Excise Data
SfA	Submit for Acceptance
SfR	Submit for Review
SIPSC	Service Improvement Project Steering Committee
SMT	Service Management Tool
SLA	Service Level Agreement
SLM	Service Level Management
SMM	Service Monthly Meetings per BT
SMS	Specimen Management System
SMT	Service Management Tool
SOA	Scope Of Activities
SPEED	Single Portal for Entry or Exit of Data
SPEEDNET	SPEED Network
SPOC	Single Point of Contact
SQI	Specific Quality Indicator
SRD	System Requirement Definition
SSH	Secure Shell
SSL	Secure Sockets Layer
SSTA	Standard SPEED Test Application
SSTP	Self-Service Testing Portal
SSTWP	Self-Service Testing Web Portal
STTA	Standard Transit Test Application

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STEERCO	Steering Committee
SUG	Start Up Guide
SUPCO	Support of Customs Operations
SW	Software
SWOT	Strength, Weakness, Opportunity, Threat
TA	Test Application
T&S	Travel and Subsistence
TARIC	TARif Intégré Communautaire
TASMAN	Tool for Automated Supply management
TATAF	Tariff Applications Technical Architecture Framework
TAX	Taxation Trans-European Systems sector
TAXUD	Directorate-General for Taxation and Customs Union
TC	Technical Centre
TCO	Total cost of ownership
TEDB	Taxes in Europe Database
TEMPO	TAXUD Electronic Management of Projects Online
TES / T€S	Trans-European System
TESM	IT service management for the Trans-European Systems
TIN	Tax Identification Number
TIP	Technical Infrastructure Plan
TIR	Transports Internationaux Routiers
TO	Takeover
ToC	Terms of Collaboration
ToR	Terms of Reference
ToS	Taxation of Savings
TS	Technical Specifications
TSS	Cf SPEED
TTA	Transit Test Application
UAM	User Access Management
UIPE	Uniform Instrument Permitting Enforcement
UNF	Uniform Notification form
UPS	Uninterruptible power supply
USB	Universal Serial Bus
USS	User Satisfaction Survey
VAT	Value Added Tax
VIA	VIIES Initial Application
VIIES	VAT Information Exchange System
VoeS	VAT on e-Services
VoW	VIIES-on-the-Web
VPN	Virtual Private Network

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VREF	VAT Refund
VSS	VIIES Statistical application
VTA	VIIES Test Application
VPN	Virtual Private Network
WAN	Wide Area Network
WBS	Work-Breakdown Structure
WIKI	Collaborative Web site
WP	Work package
WS	Workshop
X-DEV	Development contractors (FITSDEV/FITSDEV2, CUSTDEV2)
XML	Extensible Markup Language

0.4. REFERENCES

Throughout this call for tenders package references are made to:

ITIL: IT Infrastructure Library (ITIL) for the implementation of the IT Service Management Processes. Information about service management processes can be found in the formal publications of the Office of Government Commerce (OGC), at <http://www.ogc.gov.uk>. References to ITIL are drawn from the publications of the OGC and from a set of complementary publications by itSMF such as the set of “pocket guides” and “IT Service Management based on ITIL: An introduction”.

TEMPO: The DG TAXUD methodology to ensure the consistent and efficient management, set-up, development, operation and support of projects and service management for more information. The tendering parties are invited to access TEMPO at the following URL:

<http://circa.europa.eu/Members/irc/taxud/tempo/home>

With the following parameters to sign in:

User identifier:	tempoguest
Password:	guest700
Domain:	circa

ISO standards

The following ISO standards are referred as applicable in this Scope document:

- ISO 20000-2:2005 (IT Service Management Part 2 - Code of Practice)
- ISO 27001.2005 (IT Security Techniques – Information security management systems)

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- ISO 27002:2005 (IT Security Management - Code of Practice for information security management)

The Baseline (BL): extensive repository of DG TAXUD documents providing detailed specifications, descriptions and reports on DG TAXUD IT service activities of relevance for the contract

The baseline is provided on DVD-ROM as Annex XI of the Tendering specifications and available on request to: Taxud-tenders@ec.europa.eu. **A non-disclosure declaration (Annex IX) will need to be signed by the potential tenderers.**

The **ITSM2 Lot2** contractor needs to take into account that the baseline reflects the situation applicable at the time of publication of the call for tenders and that it will evolve.

In case of conflict between the applicable documents, the following order of decreasing precedence shall prevail, unless otherwise stated:

- The technical annex of ITSM2 Lot2 (Annex II.B.2);
- The Terms of Reference of ITSM2 Lot2 (this document);
- TEMPO;
- International standard and best practices as ISO 20000-2:2005, ISO 27001:2005, ISO 27002:2005, ITIL;
- All documents included in the call for tenders baseline..

The latest Release of TEMPO is to be used by the **ITSM2 Lot2** bidder. The list of TEMPO documents referred to in this document is only added in order to make the reading easier. They are neither exhaustive nor legally binding; they are only provided as additional information.

References to DG TAXUD are based on the organisational structure at the time of writing the call for tenders that will evolve.

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1. BACKGROUND INFORMATION

1.1. IT ACTIVITIES OF DG TAXUD

1.1.1. IT IN SUPPORT TO POLICY

DG TAXUD coordinates and manages a set of operational activities relying on IT systems in support of the EU policies for customs, taxation and excise duties. Actually, this comprises direct and indirect taxation, tariff strategy, eCustoms, the future Modernised Customs Code, risk management, safety and security, the fight against counterfeited goods, as well as international policy objectives.

TAXUD's IT systems are a **unique instrument** to sustain the **continuity of operation of a broad range of customs and taxation procedures** within the EU.

The main objectives are:

- To support the **uniform management of the Customs Union** and to maintain the fluidity of the **flow of goods at the border** of the EU through the availability of customs trans-European systems, such as the New Computerised Transit System, the Export Control System and the Import Control System. Any unavailability of these systems would have an immediate and highly visible adverse impact on the economic activity of the EU, such as lorry queues at the borders and ports, loss of containers, distortion in the application of legislation, increased risk of fraud and loss in revenue collection etc.
- To contribute to the **fight against fraud:**
 - **In the area of customs:** TAXUD's IT systems support the sharing of risks profile amongst Member States and will soon feed the European Anti-fraud Office (OLAF) with information on sensitive consignments.
 - **In the area of taxation:** IT systems also allow for a rapid exchange of secure information and thus for the efficient **fight against different types of tax fraud**. . This is the case in the areas of:
 - VAT, through the VAT Information Exchange System;
 - savings through the Taxation on Savings system;
 - administrative co-operation and mutual assistance;
or to better control movement of excise goods across the EU.
- To **facilitate** the handling of tax and customs procedures **for citizens and economic operators** by enabling the **refund of VAT** from a Member State (in which an economic operator is not established) and **through the publication of the most relevant information** (including customs tariff, balances of tariff quotas, VAT number identification), contained in its IT systems on the Commission's Europa web site.

Some traders have integrated the availability of the information in their daily

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processes. Therefore, they rely heavily on this service. The success of these services is constantly increasing with the number of queries made by the traders estimated to be above 100 million requests in 2010.

1.1.2. IT SYSTEMS

Most of the IT systems of DG TAXUD are trans-European systems spanning all Member States of the EU. The users are the national administrations, the traders' community and the Commission Services. Other IT systems include systems to manage reference data, test and monitoring applications, and dissemination applications to the wide public (e.g. via the Europa web site).

All the IT systems have a legal basis² and receive budgetary support from EU programmes, currently Customs 2013 and Fiscalis 2013 for which they represent a significant part of the expenditure.

A trans-European system (TES) performs specific business functions in Customs or Taxation as defined in or in support of Union policies. A trans-European system is a **collection of collaborating systems (orchestrated and choreographed) with responsibilities distributed across the National Administrations and the Commission.** It includes processes, applications, services and infrastructure.

A trans-European system (**TES**) is characterised by:

- Exchanges of information between the National Administrations at EU level (NA<->NA); in this case the system forms a set of interoperable business systems implemented and operated by the National Administrations, under the overall co-ordination of DG TAXUD; the National Administrations are meant to integrate into their own national systems the business processes agreed at EU level; it is referred to as a distributed **TES**;
- And/or exchanges of information between National Administration and the Commission (NA<->EC); in this case the system is operated by DG TAXUD; it is referred to as a centralised **TES**.

Exchanges take place on a secured Common Communication Network (CCN), according to agreed protocols and data formats.

The development of an IT system constitutes a major project to be run over several years, the full description of which is available from TEMPO (Trans-European Systems (**TES**) reference manual). An extract from this documentation is provided here below to introduce the notion of the lifecycle and the respective phases of the trans-European system development project.

² For example in 2008 important legal acts for IT systems were the so-called "VAT package", the Modernised Customs Code and the eCustoms decision on a paperless environment for customs and trade.

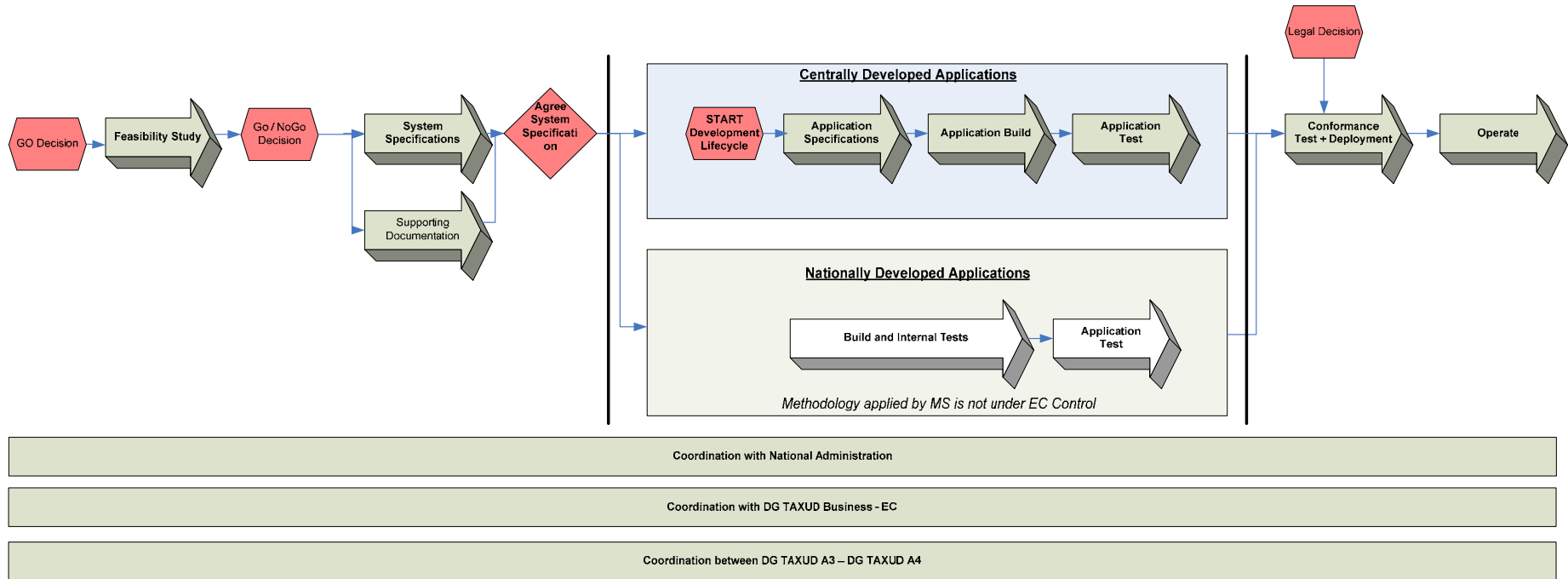


Figure 1: Trans-European System Development Lifecycle

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As examples of some IT systems, we can mention:

- **In the field of taxation:** the *VIES network* enables the tax administrations to verify trader's VAT identification numbers and statements of their intra- EU turnover, the *VAT on e-Services system* provides for the management of the VAT revenues in connection with services provided on the internet by non-EU traders, the *VAT refund system* enables traders to obtain the refund of VAT from a Member State in which they are not established, the *Taxation on savings system* enables Member States to exchange information on interest payments by paying agents established in their territories to individuals resident in other Member States,
- **In the field of customs,** the *Quota system* enables to publish the tariff quotas and tariff ceiling to the trader community, the *Transit system* enables the customs offices to automatically track and control the movements of goods in transit through the EU, the *Export Control System* provides full control on the conclusion of export operations in particular when different Member States are involved, the *Import Control system* is devoted to the import operations, the *Surveillance system* complements the other customs systems and contributes to the fight against fraud by enabling the surveillance of the movement of goods inside and outside the EU,
- **In the field of excise:** *Excise Movement and Control system* allows for the control of movements of products falling under suspension arrangement of excise duties.

Overall in 2010, the IT activities generated around 1.022 Mio of exchanges of information between the Member States and the Commission amounting for more 2,6 terabytes of information. This information exchanges grew 10 times over the last 5 years and has an annual growth factor of approximately 50% (2010 compared to 2009).

DG TAXUD also makes available through the Commission's Europa website a wide range of information and services to the citizens and to the traders in order to enable them to consult measures relating to tariff, commercial and agricultural legislation, tariff quotas, to query authorised economic operators, to consult the list of transit customs offices, validate VAT numbers, to consult the main taxes in force in the EU Member States or to query excise numbers.

On 01/01/2009, and innovating in the context of customs international activities, an electronic connection was launched with Russia to allow for secure data exchange of TIR movement data, in order to address lorry congestion at the EU-Russia border (currently 3,500 movements supported daily).

All these activities rely on a secure and reliable communication between the Member States and with the Commission. This is realised thanks to a common private communication network (CCN) that TAXUD has developed and operated for more than 10 years across the EU and which transports and exchanges a massive amount of messages and information.

In particular in the context of EU enlargement, connecting the candidate country to the network is one of the first IT activities to be started well before the target enlargement date.

The common communication network (CCN), given its central role, is an important component of the whole IT architecture to ensure the security, availability and continuity of the service. It is managed by the Commission and has evolved over the years in the biggest

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network linking the Commission and Member States, in terms of number of application data exchanges and probably among the largest administrative networks worldwide.

Experience suggests that the **time to develop and deliver a trans-European IT system ranges from 2 to 8 years** according to the complexity and the level of implication of the Member States. This demands to manage each trans-European IT project under strict governance, using a proven project management methodology.

1.1.3. GOVERNANCE

The management of Trans-European IT projects involves different levels of governance, involving the Commission and the National Administrations.

- DG TAXUD is **assisted by Comitology committees**- such as the Customs 2013, Fiscalis 2013 committees, and the Standing Committee on Administrative Cooperation. These groups are each supported by a sub-committee dedicated to IT matters. Each IT sub-committee meets several times a year under TAXUD's chairmanship with the participation of heads of IT from National Administrations.
- **Technical Experts' groups** with the National Administrations to deal with technical related project matters which meet with a frequency from monthly to quarterly according to the pace of development. Each TES and IT Services from the Commission are overseen by such a working group (ex: Electronic Customs Group, Modernised Customs Code Group, etc...).
- DG TAXUD also needs to ensure that any decision on IT matters is taken in full understanding of the context, challenges, impact and associated risks. This is why DG TAXUD applies internally strong IT governance. All the IT systems are managed under the supervision of an **IT Steering Committee**, chaired by the Director General and composed of the board of Directors and the head of the financial and human resource unit. The IT Steering Committee meets regularly (quarterly on average) and takes decisions on IT working plans, priorities and resource allocation upon proposal from the IT units.

The **audit on the large IT systems** performed in 2006 by the **Internal Audit Service** of the Commission delivered reasonable assurance to DG TAXUD for its project management processes. Following further recommendations from the audit, DG TAXUD has put special attention and continues its efforts to better formalise with the Member States the agreement on quality of service and the security aspects.

1.2. RECENT ACHIEVEMENTS AND FUTURE DEVELOPMENTS

The capacity demonstrated over the last two decades in the creation of successful IT systems supporting the integration of customs and fiscal administrations in the EU has positioned IT at the heart of the European construction in the areas of customs and taxation.

In particular for *Customs*, the e-Customs Decision underlined the central role of DG TAXUD in the creation of systems supporting the customs union and generated the need for a number of new trans-European systems successfully deployed over 2009 and 2010. The Modernised

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Customs Code and its implementing provisions added a new challenge for IT since it requires reassessing the whole of the customs procedures and underlying IT systems in order to meet the diversity of expectations from the different stakeholders. Specification work with the Member States has started with the definition of the business process models and the development of an IT mast plan is ongoing.

The perspectives for developing new IT systems under *Taxation* spanned over 2009 for VAT refund systems and over 2010 for the systems related to Recovery and Direct Taxation. In the longer term (2015), the one-stop-shop IT system will greatly simplify the tax declarations for e-commerce, telecommunication and broadcasting activities throughout the EU.

The years 2009-2010 were unique in terms of the high number of IT systems deployed into operations. A strong commitment and collaboration between the Member States and the Commission was required to respect deadlines:

- The *Customs* systems were deployed by 01/07/2009 (the system for economic operators, the upgrade of the transit system for security, anti-fraud information, enquiry and recovery procedure, and the upgrade of the export control system).
- The *Taxation* systems were deployed by 01/01/2010 (several improvements of the quality of data under the VAT network, the VAT package, and the upgrade of the Europa services on VAT).
- The new import control system, the upgrade of the integrated Community tariff management system followed in 2010, together with the entry into operation of the *Excise Movement Control System* (EMCS), which improves the functioning of the Internal Market and helps fighting fraud. The exchange of electronic forms for the recovery of claims, for mutual assistance in the field of direct taxation, and for Council Regulation (EC) No 1798/2003³ and Commission Regulation (EC) No 1925/2004⁴ in VAT was deployed as well.

DG TAXUD anticipates a **significant increase of the volume of IT activities and IT operations for the years to come**. This is due to the future deployment of additional customs IT systems as a result of the eCustoms Decision and the Modernised Customs Code, the operation of the EMCS and its further expansion in 2011 and 2012, of the VAT package, and possible additional systems for exchange of data between the EU and third countries such as Japan, China and US, and Eastern neighbourhood..

The developments described below are only a projection of potential IT systems development in the coming years, on the basis of the current EU policy and legislative framework, but may be amended during the life of the ITSM2 contract. It should be underlined that this list does not reflect current formal requirements or priorities of the Commission or Member States in the field of Excise, Taxation, and Customs, nor is it exhaustive. It remains to be established if MSAs would be favourable to some of these initiatives. It is merely indicative of the type of future evolutions possible.

³ OJ L 264/1, 15.10.2003

⁴ OJ L 331/13, 05.11.2004

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In the *Customs* area, the implementation of the Modernised Customs Code constitutes a comprehensive exercise, going beyond the adoption of implementing provisions, and includes in particular the development of the necessary IT applications within the framework of the e-Customs Decision. Their implementation will involve the test, deployment and monitoring of evolutions of existing systems or of development of new systems such as:

- Single Window, Single Electronic Access Point (SEAP), Registered Exporters (REX);
- Centralised Clearance at Import and Export;
- The adaptation of safety & security for small consignments;
- The evolution of ECS, ICS and NCTS;
- Customs Decisions (standard procedure and specific decisions as required);
- Possible evolutions on AEO and EORI;
- Adaptation of BTI system to include new functions including trader access;
- Possible evolutions of risk management;
- Guarantee management;
- Evolutions of Export and Transit (simplified procedures);
- Additional systems may be developed for exchange of data between the EU and third countries, and existing systems may be extended to third countries.

In *Taxation*, several activities are envisaged in the foreseeable future:

- In Indirect Taxation, the main changes envisaged are the introduction of the Mini-One-Stop-Shop system (mini1SS) and the VAT on e-Services system (VoeS), both of which are to start operations in 2015.
- In the field of VAT the main changes in the next few years will be the implementation of the Recast in Directive 904/2010. After this the current public consultation about the Green Paper on the Future of VAT may result in a very significant change to the VIES system. These changes, if any, are not expected to become operational before 2015.
- In the field of Direct Taxation a Feasibility Study is to be launched on the implementation of the FISCO Recommendation. This could lead to the launch of a new Trans-European FISCO system, with possible interactions with OECD members across the world. If the project continues, it is expected that a FISCO system would not become operational before 2015

Possible smaller systems in the 2015-2020 timeframe could include an IT system to support taxation on road transport means, on financial transactions or to support own resource taxation of the EU, for instance on CO² emissions.

- Regarding administrative cooperation among the Member States, new IT systems may be requested to support the EUROFISC information exchanges. It is possible that an

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extensive overhaul would take place of the e-Forms and other administrative cooperation tools currently in place.

Frequent requests are received to extend administrative cooperation with members of the OECD. The most notable of these requests were to extend CCN/Mail and the exchanges of e-Forms, as well as to extend the possible future FISCO system. At the moment international agreements are not in place to enable such an extension; but if the political decision is taken within the next few years, the EU/OECD exchange over CCN/Mail could then be expected to start operations in the period 2015-2020.

Beyond 2013, there are at this stage no formal requirements yet for evolution of EMCS and/or future Excise applications.

By analogy to similar evolutions in the taxation and customs areas, a number of initiatives could be taken, either extension of the existing systems of harmonisation with other sectors.

- The extension of EMCS to duty paid and distance selling;
- The globalisation in EMCS; follow-up of movements/quantities under simplified procedures;
- In the direction of harmonisation across sectors and simplification: the computerisation of Excise Simplified procedure authorisations, and the potential merge of SEED into AEO/EORI with a view of consolidating Economic Operators' registers; the harmonisation of guarantee management across customs/tax/excise;
- The development of new functionalities, such as common risk assessment.
- Further possible developments of EMCS: the creation of a Single window, allowing multinationals to make declarations from any MSA for all their movements; the set-up of 1 stop-shop, so that payments as well can be made in any MSA; this could cover both duty paid and duty suspension movements (or actually abolish the difference);

The Customs 2013 and Fiscalis 2013 programmes provide for **an increased annual budget** to support much of this growth (from **55,5** Mio Euro initially foreseen for IT systems in 2009 up to **73,6** Mio Euro in 2013).

In order to cope with the new IT systems and the expected growth of the traffic, the **common private communication network (CCN) will need to be upgraded** as well. This concerns not only its capacity but also its security and its overall architecture.

1.3. IT ORGANISATION IN DG TAXUD

The **Information Technology Steering Committee (ITSC)** of DG TAXUD acts to ensure high-level authorisation for IT projects in line with the principles of good management and financial governance, under the overall supervision of the IT governance bodies of the Commission.

The **Stakeholders** for DG TAXUD information systems are the Commission, National Administrations, traders or the public in general.

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The Information Technology Units (**R4** and **R5**) are responsible for administering the computerisation activities of DG TAXUD in line with the policies of the DG. This includes the provision of business-critical operational services and central information systems necessary for the support of the National Administrations and Commission services.

The **mission** of the Information Technology Units is to:

- Develop and operate secure Information Systems (IS) and transmission services appropriate to beneficiaries in DG TAXUD, Commission services and Member States' administrations;
- Maintain and develop a coherent Information Systems Architecture consistent with the Commission standards policy, allowing interoperability of administrations in the EU and partner countries for the benefit of the Customs and Tax policies;
- Provide and support efficient office automation facilities for approximately 550 staff of the DG TAXUD.

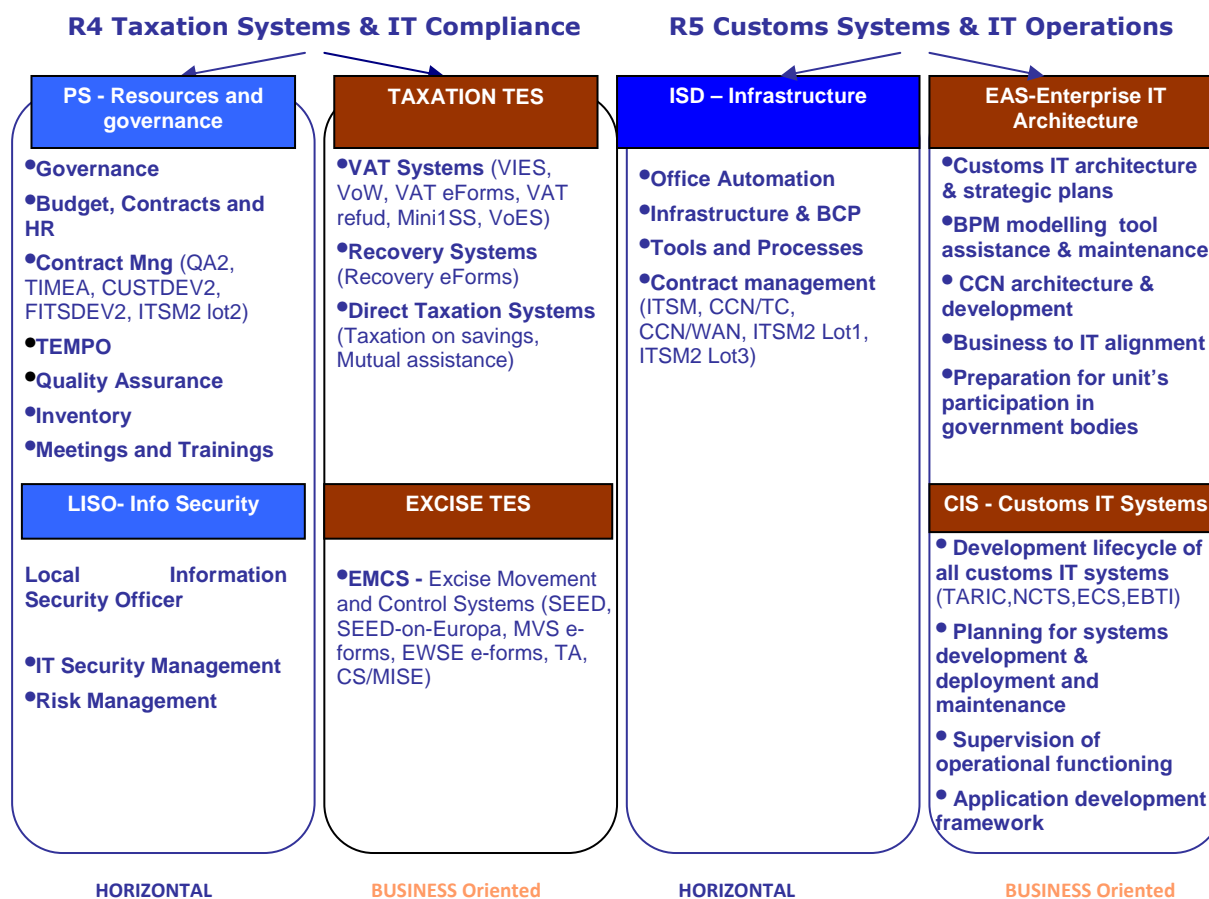


Figure 2: IT organisation in DG TAXUD

The **Unit R4** is divided in four sectors:

- **Resources and governance sector (R4/PS):** is a “horizontal” sector involved with governance, budget, contracts and project management, human resources and support

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to other sectors of DG TAXUD IT Units from Quality Assurance and Quality Control point of view; R4/PS will be in charge of the management of the relationship between TAXUD and the ITSM2 Lot2 contractor.

- **Excise Trans-European Systems sector (R4/EMCS):** defines, maintains and evolves, in close cooperation with the Member States and on the basis of the EU legislation in place, the IT systems related to the monitoring of movements of excise goods under suspension of excise duty within the EU. These systems are designed to simplify the administrative procedures for the traders involved in intra-EU movements of excise goods, while securing the fiscal revenue of the Member States. The sector also coordinates with the Member States to ensure the constant level of quality and correct functioning of these trans-European systems while in their operational phase;
- **Taxation Trans-European Systems sector (R4/TAX):** defines and creates EU wide IT systems aiming at supporting the fight against fraud or simplifying the VAT compliance obligations, in close cooperation with the Member States. In the field of VAT the two main systems are VIES and VAT Refund. Part of the functionality of VIES is also used by the general public via the VIES-on-the-Web application. The sector has also developed standardised eforms to smoothen and fasten the administrative cooperation in the field of VAT, Recovery of Claims and mutual assistance for Direct Taxation. The sector has developed and maintains the Taxation on Savings system and the Taxes in Europe database;
- **Local Informatics Security Officer (LISO):** defines the DG TAXUD-specific Information Security Policy, oversees the development of security plans approved by DG TAXUD and monitors its implementation, develops information security awareness and training programmes, maintains an inventory of information systems, with a description of security needs, advises and reports on information systems security matters.

The **Unit R5** is divided in three sectors:

- **Infrastructure & Service Delivery (R5/ISD):** The sector is responsible for :
 - Providing office automation services (supply the office automation equipment, user support, helpdesk, management of IT logistics including acquisition, move and decommissioning);
 - Managing the infrastructure used by the Information Systems in support of the Customs and Tax policies, the DG TAXUD specific administrative processes;
 - Assuring continuity of operation of the IT function in case of disaster;
 - Operating the infrastructure allowing interoperability of administrations in the EU and partner countries for the benefit of the Customs and Tax policies (CCN contracts);
 - Managing the IT Operations (ITSM contract);
 - Designing and implementing the IT operation processes in DG TAXUD and all its suppliers.
- **Customs IT systems (R5/CIS):** The sector is responsible for :
 - The system development lifecycle of all Customs IT systems

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- The maintenance of the operational planning for systems development and deployment
 - The co-ordination of the implementation and maintenance of all Customs IT systems in EU in collaboration with internal and external stakeholders;
 - The supervision of their operational functioning and the production of related statistics, dashboards etc.
 - The system development lifecycle methodology for all Customs IT systems
 - The application development framework of all Customs applications.
 - The maintenance of a repository of all artefacts of Customs IT systems
- **Enterprise IT architecture and Strategy (R5/EAS):** The sector is responsible for :
 - The overall Customs IT architecture and IT strategic plan;
 - Providing assistance to Customs business units for the correct use of the modelling tool ARIS
 - Maintaining in ARIS, in close cooperation with the Customs units and CIS, a coherent view of the enterprise architecture, including its business data, business processes, business rules and technical IT plan.
 - Providing advice to Customs policy units for the optimal use of IT in reaching their policy objectives; to assure this duty the section shall represent the unit in coordination groups created either internally or with the participation with MS in view of policy coordination and development.
 - The technical studies, architecture and development of the CCN platform
 - The overall coherence of IT architecture of DG TAXUD, which is operationally implemented by the sections ISD and CIS.
 - Assuring the secretariat of DG TAXUD's architecture board and through this body promoting business to IT alignment.
 - Preparing the unit's participation in governance bodies, such as the ECG IT and legal, the IT steering committee, the High level group for the MCC etc

In addition to the above, DG TAXUD **Unit A3** is in charge of **MCC and BPM functional structure** to define, in close cooperation with the Member States, the requirements and business process models of the customs IT systems related to the Modernised Customs Code and its implementing provisions.

Some changes in this organisation may occur during the course of the ITSM2 contract.

1.4. CONTRACTUAL ASPECTS

1.4.1. EXTERNAL CONTRACTORS

DG TAXUD relies on the Commission's DG for Informatics (DIGIT) for hosting part of the IT systems. In parallel DG TAXUD **outsources the bulk of its IT activities to external service providers** which are contracted through public procurement procedures in compliance with the Financial Regulation. The products and services supplied are all subject to a systematic quality control and testing as part of the acceptance procedures.

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Units **R4** and **R5** rely on several **external contractors** to perform their duties (refer to figure 4 below for a graphical representation of the current contracts):

- Two development contractors (CUSTDEV2 for Customs, FITSDEV2 for Taxation)
- One IT service management contractor (ITSM)
- One common network provider (CCN/WAN2)
- One network technical centre (CCN/TC)
- One quality assurance/control contractor (QA2)
- Several consulting contractors to perform strategic studies and analyses

1.4.2. INTERACTION RULES BETWEEN THE ITSM2 CONTRACTORS AND DG TAXUD

Concerning the ITSM2 activities (i.e. the subject of this call for tenders), it is foreseen that:

- **ITSM2 Lot1** will be managed by **R5**, and will provide services to units **R4** and **R5**;
- **ITSM2 Lot2** will be managed by **R4** and will provide services to **R5/Customs Information Systems, R4/EMCS, R4/TAX, A3/Modernised Customs Code** and on a need basis to other sectors from unit **R5**;
- **ITSM2 Lot3** will be managed by **R5**, will provide services to unit **R5** and may provide services to unit **R4** as well upon request.

In terms of demand management, DG TAXUD will be solely responsible to order services from the **ITSM2** contractors. It means that:

- TAXUD orders services from **Lot1, Lot2** and **Lot3**, relying on Specific Contracts and Request for Actions
- **Lot2** will use the tools/test application/etc. made available by **Lot1** in order to run its services. **Lot2** will report to TAXUD and indicate what needs to be ordered from **Lot1** to support the **Lot2 TES** activities.

DG TAXUD Unit R3 will also be a stakeholder under the three lots as the unit is responsible for the management and implementation of the Customs 2013 and Fiscalis 2013 co-operation programmes.

1.4.3. ROLE OF QA2 CONTRACTOR

DG TAXUD is supported by the QA2 contractor which performs quality control over the activities of the others IT contractors of DG TAXUD. The QA2 contractor:

- Performs (on-site) audit of the **ITSM2** contractors (quality/security/ad hoc)
- Coordinates the review by DG TAXUD of the **ITSM2** deliverables, and performs technical reviews of these deliverables
- Monitors the service levels provided by the **ITSM2** contractors
- Performs (on-site) quality control of the testing activities (application testing, conformance testing)
- Attends meetings, workshops, training sessions organised by the **ITSM2** contractors

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The QA2 contractor is also responsible for quality assurance. It maintains the TEMPO methodology, provides technical expertise and assists DG TAXUD for the continuous improvement of its IT maturity and of its contractors.

In this context the **ITSM2** contractors must be ready to collaborate with the QA contractor.

1.4.4. DEMAND MANAGEMENT

Services are ordered in accordance with the following:

- The Framework Contract (FC) identifies the services available and offers a price catalogue: services with a unit price, services to be quoted in man / days together with the unit price of the profiles available, hardware and software licenses unit prices, rules for reimbursement of travel expenses.
- Following the FC, Specific Contracts (SC) can then be signed. They specify the list of services concerned and the way these will be ordered:
 - The "**Fixed Price**" services: are the services (of any type) which may start with the signature of the SC;
 - The "On-Demand" services: are the services with a unit price which may be ordered by means of a "**Request for Actions – RfA**". Once a RfA has been issued by DG TAXUD, quantity of the corresponding services becomes available for consumption; these services are then "triggered" by DG TAXUD according to the needs. Once completed the service is accepted normally via the acceptance of the monthly progress report where the related deliverables are listed. Accepted quantities may then be invoiced. This mechanism enables DG TAXUD to better align the services (and budget) with the needs; it implies that a proper "demand management" process is put in place to closely follow the quantities available, services consumption and related ordering, and quantities formally accepted ready for invoicing;
 - The "**Quoted-Time-and-Means**" services: are the services to be quoted in man / days which may be ordered by means of a "**Request for Action - RfA**" following an acceptable offer received from the contractor. The offer is meant to answer to a "**Request for Estimate - RfE**" to be issued by DG TAXUD;
 - The "**Infrastructure**" services: the hardware and software licenses which may be ordered by means of RfEs and RfAs.

The SC may as well foresee a budget provision for travels, based on the travels needed for the estimated services. **Travels** are ordered by means of RfAs either individually or in a pool. A careful monitoring of the travel budget consumption is required by both the contractor and DG TAXUD in order to keep overall travel costs within the budget provision.

If, during the course of the SC, a budget provision becomes insufficient to cover the real needs, the SC may be amended either by revising the distribution of the overall budget between the different budget provisions (On-Demand, Quoted Times and Means, Infrastructure, Travels) or by adding additional budget where needed (the pre-condition for this alternative is that external budget still remains available from the operational budget lines of DG TAXUD).

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The tenderers should refer to the **Price List Table** annexed to the call for tenders to get the pricing strategy to be used in each of the **ITSM2** lots.

DG TAXUD is developing a tool, TASMAN (Tool for Automated Supply management), to manage the ordering and acceptance of the deliverables and services related to the development and operation of the trans-European IT systems. The **ITSM2** contractors will use this tool when available (expected in the course of 2012).

1.5. TEMPO DOCUMENTATION

DG TAXUD wants to ensure that the different projects are well managed with deliverables on time and within budget and high-level Quality Assurance and Quality Control, and that cooperation between DG TAXUD and its service providers is optimal. To do so DG TAXUD has created, develops and maintains the **TAXUD Electronic Management of Project Online** (TEMPO) quality management system. This methodology is fully part of the technical specifications.

The **TEMPO** documentation is hosted on Europa web site (CIRCA pages) and is available for members of the [TEMPO Interest Group](#). Account registration can be requested via the Project Support Office [TEMPO mailbox](#). A specific account has been set-up for the tenderers to access the documentation. See section "References" for the details of this account.

The tenderers are invited in particular to read the following TEMPO documentation:

- **General documentation:**
 - Introduction to TEMPO
 - Project Management reference manual
 - Quality Management reference manual and Quality Policy
 - Information Security reference manual and Information Security Policy
 - Specific Contract management reference manual and Deliverables acceptance reference manual, and procedures
- **Trans-European systems:**
 - Trans-European Systems (TES) reference manual
 - TES high-level security policy, and TES Security Plan reference manual
 - Application Management reference manual
 - Application Development reference manual
 - Business Perspective reference manual
 - IT Strategic and Tactical Planning reference manual
 - Planning to Implement Service Management reference manual
 - Testing reference manual
 - Conformance Test procedure
 - Service Delivery reference manuals (Service Level, Availability, Continuity, Financial, and Capacity management)
 - Service Support reference manuals (Service Desk, Incident, Release, Change, Configuration, and Problem management), and related procedures

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- Risk management reference manual
- ICT Infrastructure reference manual

Additionally TEMPO provides for supporting documentation such as fact sheets, procedures, guides and templates.

2. OVERVIEW

The IT Services to be provided by the **ITSM2** contractors for **Lot1**, **Lot2** and **Lot3** are depicted in the following diagram:

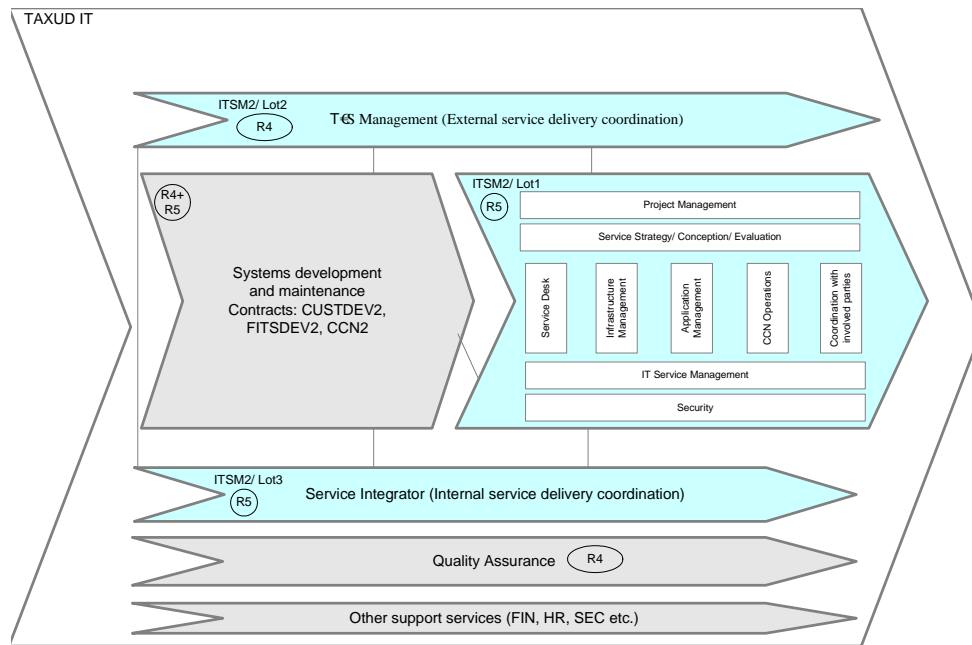


Figure 3: **ITSM2** Contract's Structure with the three Lots: **Lot1**, **Lot2** and **Lot3**.

The different lots are:

- Lot1:** IT Service Management 2, covering applications management, operations, infrastructure and building infrastructure for both CCN and central applications. These activities are currently sourced from the ITSM and CCN/TC contracts. In addition to the services depicted in the figure above, transition services such as Take-Over and Hand-Over and other supporting services such as Service Management Tools development and maintenance, translations, organisation and provision of training and missions are foreseen. **ITSM2 Lot1** is under the responsibility of unit **TAXUD/R5**.
- Lot2:** Trans-European Systems management (TES): this lot will provide support services for the coordination of implementation of trans-European systems in members States. **ITSM2 Lot2** is under the responsibility of unit **TAXUD/R4**.
- Lot3:** Operations integration and control including application architecture board, architecture choice, product choice, overall change management across different Lots and benchmarking. **ITSM2 Lot3** is under the responsibility of unit **TAXUD/R5**.

Compared to the current ITSM contract, for **ITSM2** the sourcing of the future **TES** management service is separated from operations into two lots: **ITSM2 Lot2** and **ITSM2 Lot1** respectively, while **ITSM2 Lot3** is an addition.

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Another major difference between the ITSM contract and the future **ITSM2** contract is the addition or merge of CCN applications management, operations, infrastructure and Data Center into **ITSM2**.

The IT value chain of DG TAXUD is depicted below:

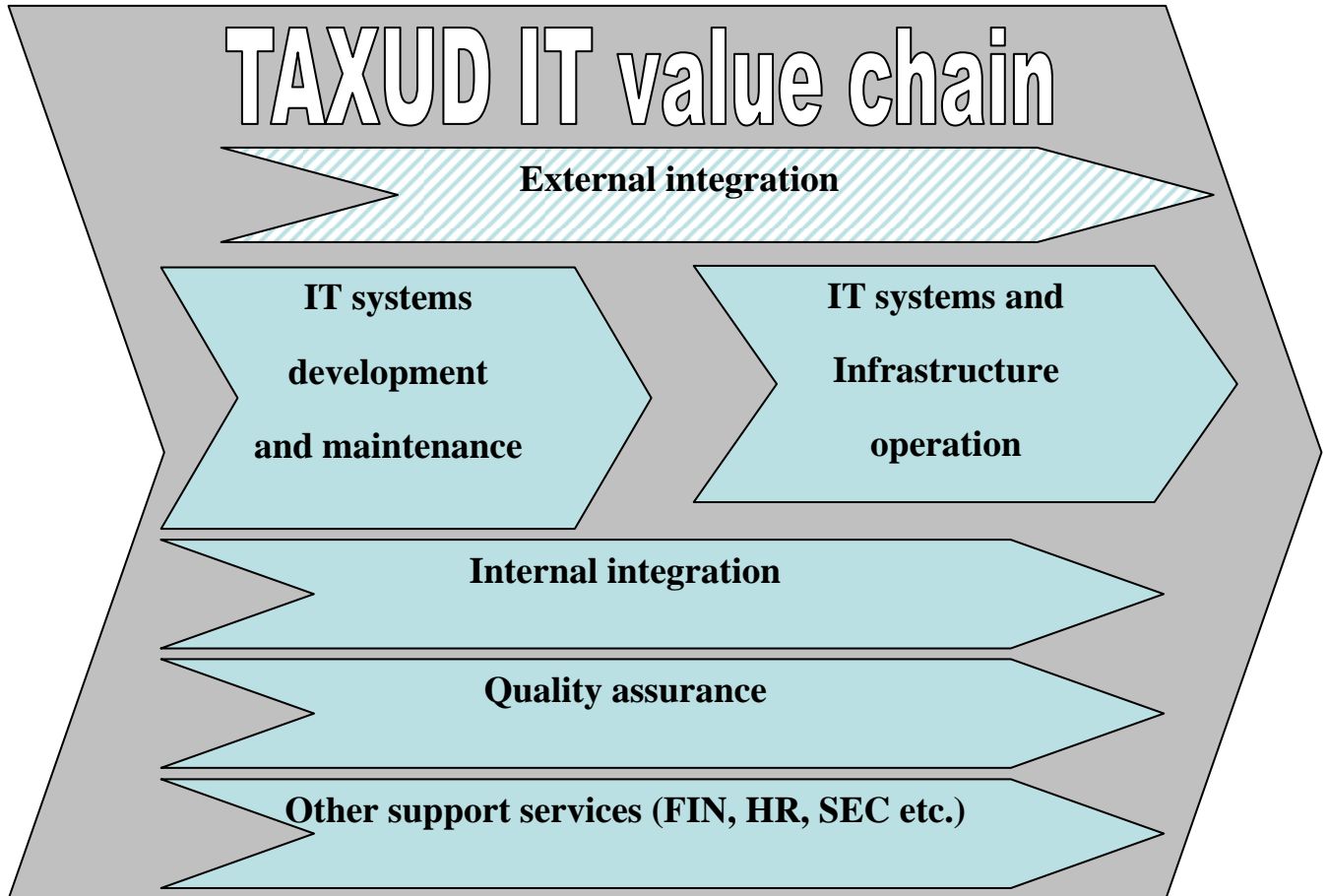
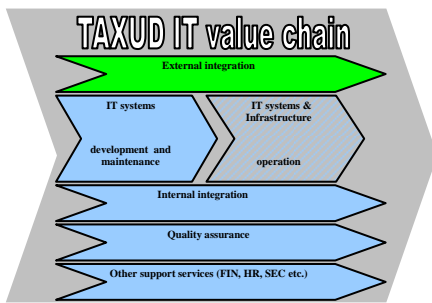


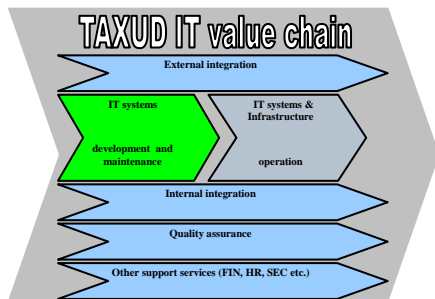
Figure 4: DG TAXUD IT Value Chain

Hence, essentially the **ITSM2 Lot2** contractor will have to deal with the shaded part of the above value chain. **ITSM2 Lot1** with "IT Systems and Infrastructure operation" and **ITSM2 Lot3** with "Internal integration"

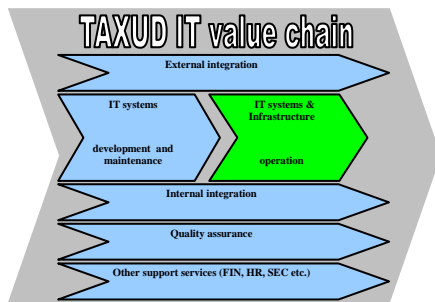
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External Integration is defined as the set of activities that are needed to integrate DG TAXUD's IT systems with those of the NAs to deliver the expected business solutions. These comprise planning, scope definition, systems definition, and specification; follow up of NA activities, synchronisation, enterprise architecture town plan, and others.

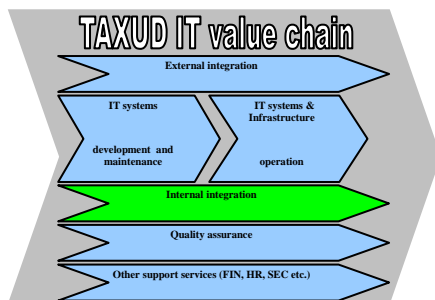


IT systems development and maintenance is one of the two main production activities of the IT units of DG TAXUD, it includes the multitude of development and maintenance activities for all Customs, Taxation, Excise systems as well as for CCN.

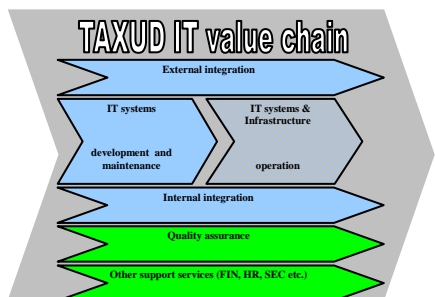


IT systems & Infrastructure operation is the second main production activity of the IT units of DG TAXUD, providing:

- The operations of all applications;
- A stable, documented, managed and secure ICT infrastructure.
- The setup and maintenance of harmonised processes and service management tools.

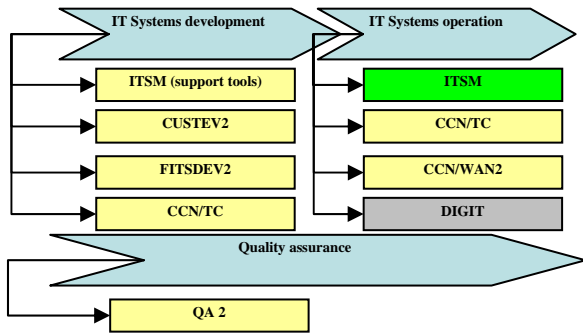


Internal integration is the set of activities that **TAXUD/R5** has to do internally to streamline and harmonise its architecture and services delivery. Much of this process is supported by TEMPO, internal governance arrangements, planning, reporting etc. However, the operational interactions between DG TAXUD and its suppliers and among its suppliers themselves are insufficiently streamlined whilst this is a key requirement to increase the maturity, efficiency, and effectiveness of the organisation. This is the object of the **ITSM2 Lot3** call for tenders.

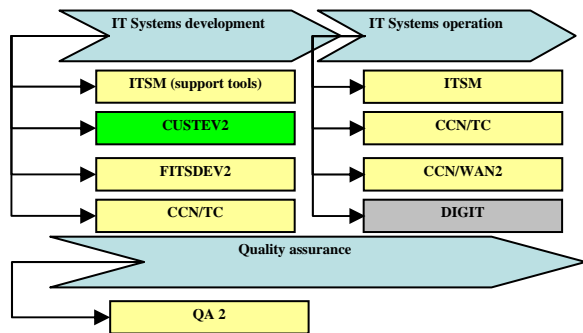


Quality Assurance and other support services (FIN, HR, SEC, etc.) are activities, processes that are shared activities between **TAXUD/R4** and **TAXUD/R5** and performed by the sector **TAXUD/R4/PS** and **TAXUD/R4/LISO**. QA is quality assurance and quality control of the IT services and deliverables supplied to DG TAXUD by all its suppliers including conducting regular security and quality audits of them.

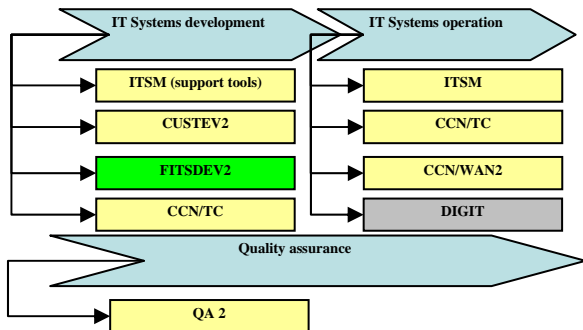
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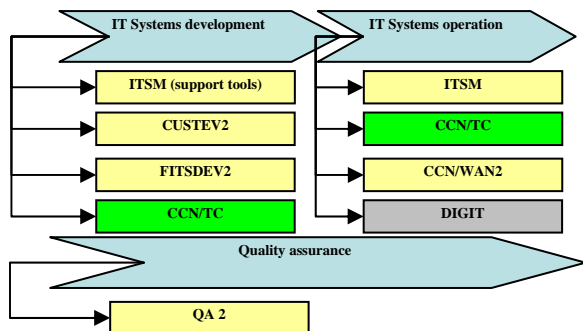
The **ITSM contractor** is the current provider of IT Service Management on behalf of DG TAXUD for excise, taxation, and customs business threads, except for the CCN/CSI service. The contract includes development and maintenance of its own "Service Management related tools" used.



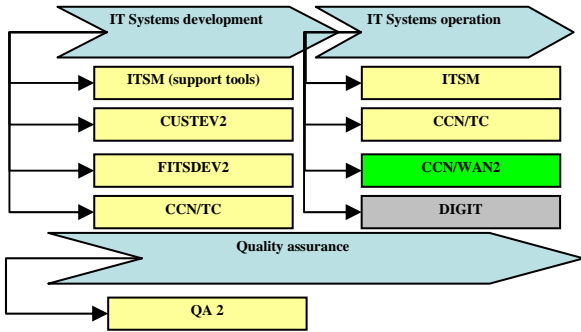
CUSTDEV2 is a development and maintenance contract, which consolidates all customs related development. The CUSTDEV2 contractor provides specification, development, maintenance and support services for all customs IT systems.



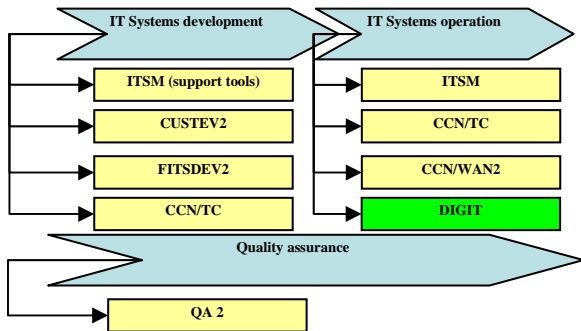
The **FITSDEV2** contractor provides specification, development and maintenance services for the taxation and excise systems and applications as it is currently in operation.



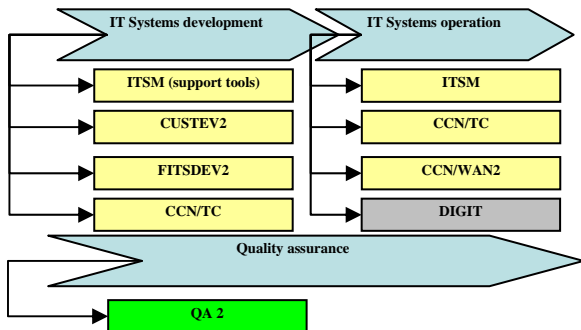
The **CCN/TC** contractor provides CCN/CSI service management including its service desk for the NAs and various contractors of DG TAXUD, service delivery and support, ICT Infrastructure management, operations management, security management as well as its application development.



The **CCN/WAN2** contractor provides the private secured IP network services of CCN including their maintenance.



DIGIT is the IT General Directorate of the Commission. DIGIT has responsibility for the Commissions Data Centre (DIGIT/DC) which hosts part of the DG TAXUD information systems.



QA2 contractor is responsible for TEMPO maintenance, quality assurance and quality control of the IT services and deliverables provided by the others IT contractors of DG TAXUD. This includes services supplied by the current ITSM and the new **ITSM2** contractors.

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The target organisation represents the current vision of DG TAXUD, without prejudice to further evolution as the need may arise.

The tenderer shall note that through this call for tenders DG TAXUD will undertake a transformation of the support contracts, (not shaded in the following figure), aiming at the following target situation:

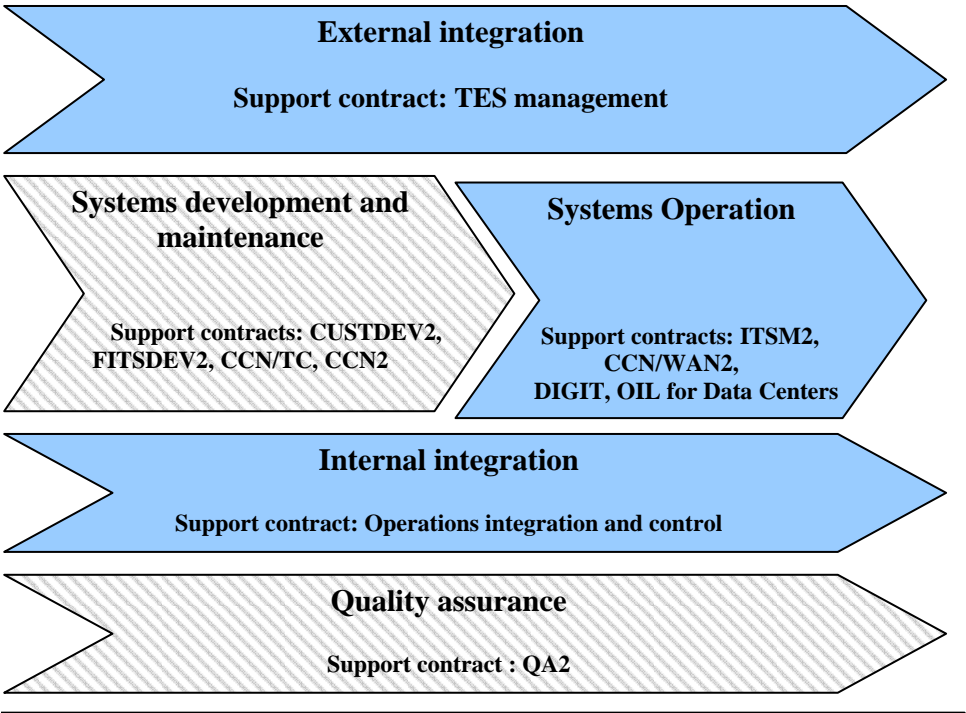


Figure 6: Support Contracts' Target Situation at DG TAXUD

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3. ITSM2 – LOT2

Trans-European systems management: this lot will provide support services for the coordination of implementation of trans-European systems across the EU.

This section presents the scope of the ITSM2 Lot2 activities in terms of systems to be taken-over, and services to be provided. It is to be noted that the list of systems may evolve during the tendering process.

3.1. SCOPE – TRANS-EUROPEAN SYSTEMS

The current trans-European systems falling under the scope of ITSM2 Lot2 are identified in the *Lot2 CI table*, which defines the scope of ITSM2 Lot2 at the start of the contract. This table can be found in Annex 1 of the Technical Annex.

The trans-European systems are managed by different sectors (i.e. business threads) of the IT units in DG TAXUD, with the LISO sector addressing security aspects across all business threads. ITSM2 Lot2 will have to provide the full scope of services for these systems.

The Lot2 CI table includes the reference systems as well as their supporting IT services, knowing that the IT management of the related applications will be sourced from the ITSM2 Lot1 contractor.

On the one hand, the ITSM2 Lot2 contractor is expected to perform the functional testing of the applications whenever there is an interface with the National Administrations. The ITSM2 Lot2 contractor will also conduct the conformance testing with the National Administrations whenever applicable for such applications.

On the other hand the ITSM2 Lot2 contractor will act as a user of the applications in production (e.g. the test application).

The overall planning of current and new systems (as known at the date of writing) is to be found in the Baseline as "*DG TAXUD Information Systems Strategic Overview*". New systems may be added during the FC.

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3.2. SCOPE – SERVICES

The ITSM2 Lot2 services may be summarised as follows (refer to the ITSM2 Lot2 Technical Annex for a detailed list and description):

- Trans-European systems management (applying same processes as for application management)
- Content management for the web-based communication with the National Administrations (via CIRCA, EUROPA, Lot1 web tool, ..);
- Upon request, remote and on-site technical support to National Administrations;
- Second line support for trans-European systems, the first line being provided by ITSM2 Lot1 contractor;
- Support DG TAXUD for ensuring business relationship management with the National Administrations (business monitoring),
- Support DG TAXUD for liaison with the National Administrations (coordination meetings and missions, training)
- Plan the deployment of the Trans-European systems
- Testing:
 - Management and performance of the conformance testing (with the National Administrations), relying on the test applications when available;
 - Performance of the functional tests of the applications part of the trans-European systems (e.g. test application to be used during the CT campaigns);
- Coordination with the National Administrations (follow-up of national IT planning, testing, deployment...);
- Operations of the trans-European systems, IT Services and TESM tools under Lot2 scope:
 - Monitoring;
 - Statistics and reporting;
 - Security and Business Continuity coordination
- Technical reviews of deliverables from other contractors (e.g. studies, specifications, application testing reports, operations reports, ...);

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- Support DG TAXUD in tactical and strategic planning, relying on all available sources of information (ITSM2 Lot2 consolidated planning, National Administrations planning, other contractors' planning...);

The report on the above activities is available from the unit R4 annual activity report in the baseline documentation.

ITSM2 Lot2 services will be delivered relying on proven techniques based on ITIL, including:

- Service desk
- Service support
- Service delivery
- Security management
- Business perspective
- Planning to implement service management
- Application management, to be applied "mutatis mutandis" to trans-European system management as well
- ICT infrastructure management

Special attention should be paid by ITSM2 Lot2 contractor to the following processes:

- Demand management - see section 3.4 on "Demand management rules for ITSM2 Lot2" in this document and see as well the Work Package "Demand management" in the Technical Annex to Lot2, under WP.0 – WP 0.11 and WP 0.12);

- Continuous Improvement Process (CSIP) - see WP.8.7 of the Technical Annex to Lot2.

ITSM2 Lot2 will use the tools and services provided by ITSM2 Lot1 (e.g. the SMT tool) and the applications developed by the development contractors (e.g. the test applications). ITSM2 Lot2 is not meant to develop any software; nevertheless, in exceptional circumstances, and upon decision from DG TAXUD, it may undertake some ad-hoc development activities to fill gaps in the portfolio of IT services of DG TAXUD.

3.3. SPECIFIC INTERACTION RULES FOR ITSM2 LOT2 CONTRACTOR WITH DG TAXUD

DG TAXUD will interact with the contractor via 8 (eight) roles with the objective to have the contractor delivering according plan, budget and quality:

- The Lot2 supply management, alias TESM, currently assigned to Unit R4 Project Support sector: in charge of managing all common supply management issue within the framework contract;
- The LISO (Local Information Security Officer in Unit R4): in charge of all security and continuity aspects;

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- The IT operation in Unit R5 in charge of the IT service delivery by Lot1 and Lot3, and with whom the contractor will have to interface to address issues regarding the interface between Lot2 and Lot1, including demand management;

Daily ITSM2 Lot2 operations: managed by:

- The Customs Business currently assigned to Unit A3; (sector 'A3')
- The Customs Central Operations in Unit R5 (sector Customs IT systems);
- The Customs TES in Unit R5 (sector Customs IT systems);
- The Taxation TES currently assigned to Unit R4 Tax sector;
- The Excise TES currently assigned to Unit R4 EMCS sector.

More information on the interaction model between DG TAXUD and the Lot2 contractor is provided in the Technical Annex to Lot2.

3.4. CONTRACT AND DEMAND MANAGEMENT RULES FOR ITSM2 LOT2

- Initial set-up (and maintenance) of the quantities to be ordered in a specific contract
 - The overall quantities are estimated by the contractor at the time of preparation of the new specific contract to be signed, on the basis of figures experienced from the past and of discussion with each sector about the future perspectives;
 - The resulting quantities, once agreed with PS sector, are then split into the specific contract as follows: a percentage of the quantities for services with unit price go to the FP budget, the remaining percentage goes to the OD budget; the 100% of the services to be quoted in man /days go to the QTM budget; a provision is foreseen to cover travel and subsistence costs reimbursement;
 - Once the specific contract is signed, services with unit price are available for consumption, the follow-up by the contractor of the corresponding quantities starts (weekly coordination meeting with PS sector), as soon as a specific quantity for a given service will be fully consumed, an RFA may be issued by PS sector to ensure continuity of service, according to revised estimates provided by the contractor;
 - Once the specific contract is signed, the RfE/RfA process for QTM services may start;
- Consumption of ordered services:
 - Under EMCS/TAX/CIS/A3/LISO sectors responsibility;
- Demand management process:

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- PS sector will monitor the overall quantities consumption and regularly request business sectors to update the forecast of their needs;
- ITSM2 Lot2 contractor will send alerts to PS in due time in case of a potential shortfall. This risk should be limited by weekly meetings between PS sector and ITSM2 Lot2 contractor. During the BMM the demand will be reviewed by TAXUD and the ITSM2 Lot2 contractor and compared against the actual supply.
- Ordering of additional services (RfE/RfA process)
 - PS sector will manage the issuing of RfE and RfA in collaboration with the other sectors
 - The concerned sectors will be involved in the review of offers
- Progress follow-up: MPR/MSR
 - PS sector organises the review of the progress reports and the agenda and timing of the progress meeting;
 - R4/R5/A3 Sectors are invited to review the monthly progress and services reports dedicated to its business (in particular to verify in the MPR the consumed quantities, the dates of services, the deliverables to be accepted), and sends their comments to ITSM2 Lot2 contractor directly;
 - R4/R5/A3 sectors attend, as needed, part of the monthly review meeting dedicated to their business (BMM).
- Acceptance letters / acceptance of invoices
 - Managed by PS sector, visa by the concerned sector (when applicable).
- Signature of specific contracts
 - PS sector will manage the issuing of Request for Offer in collaboration with the other sectors;
 - Unit R1 in DG TAXUD (contractual and financial matters) will be responsible for the specific contract signature process.
- Steering committee (organised between Unit R4 Head of Unit and the contractor)
 - By default, PS sector attends the steering committee meetings and represents the other sectors. A specific sector may attend the steering committee meeting e.g. in case of major issue.

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3.5. LIFECYCLE OF THE SERVICE PROVISION

3.5.1. TAKE-OVER

The Take-over is the first and mandatory activity under a Specific Contract within the Framework contract. It is meant to help the new contractor to get ready for the proper service delivery, to learn from the previous contractor, and to get organised whilst taking into account the volumetric estimates in section 3.6.

The requirements for the take-over from the incumbent contractor are listed in the technical annex to Lot2. As from the agreed take-over date all services must be delivered as minimum at the current ("as is") quality level.

TAXUD will provide the following during the take-over period:

- Access to all technical deliverables;
- Access to the infrastructure for the move (if applicable);
- Access to the service desks ITSM tools and Web site and their data, but no provision to place calls for neither “request for information” or “request for service” until the conclusion of the take-over;
- Invitation to participate to some of the NAs meetings and other contractors technical co-ordination meetings;
- Trainings oriented towards knowledge transfer, with a maximum of 10 persons attending from the ITSM2 lot2 contractor, this will include:
 - On the background of each of the business thread to be taken over (maximum 1 training session of maximum 2 days in the Commission premises for each business thread);
 - On CCN/CSI (maximum 1 training session of maximum 2 days in the Commission premises);
 - On the project quality system (maximum 1 training session of maximum 1 day in the Commission premises);
 - On DG TAXUD Quality System and supporting QA activities (maximum of 2 training sessions of maximum 2 days each);
 - On the systems and application transition and operation activities (maximum of 2 training sessions of maximum 2 days each for each business thread in the Commission premises or in the premises of the current contractors);

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- Meetings with DG TAXUD to address specific questions from the of the ITSM2 contractor Lot2.

The duration of the take over phase is 6 months, in line with Lot1 take over of the ITSM incumbent provider services.

3.5.2. SERVICE PROVISION

As from take-over, the ITSM2 Lot2 contractor must be in a position to ensure the continuity of the current services as defined in their respective contractual documents, technical annexes and quality plans. This constitutes the main part of the activities during the life of the ITSM2 lot2 framework contract.

The services to be provided must be ISO 27001:2005, ISO 27002:2005, ISO 20000-2:2005, compliant and compatible with ITIL. They must also comply with Regulation (EC) 45/2001⁶ (personal data protection), Council Decision 2001/264/EC⁷, Commission Decision C(2006)3602, Commission Decision 2001/844/EC, ECSC, EURATOM⁸, and their subsequent amendments.

The ITSM2 Lot2 contractor will always work in the best interests of the Commission during the life of the Framework Contract.

The Technical Annex to Lot2 provides the detailed specification of the services to be provided by the contractor.

3.5.3. HANDOVER

At the end of the contractual period, the ITSM2 Lot2 contractor will hand over to DG TAXUD, or any specified third parties on its behalf, in accordance with instructions to be given by DG TAXUD, the whole of the ITSM2 Lot2 services, the whole of the infrastructure owned (if any) by DG TAXUD hosted in the premises of the contractor, the whole of the live and historical data and information supporting the services provided (and in particular these of the ITSM2 Lot2 tools), the up-to-date version of the ITSM2 Lot2 process model in full and of the ITSM2 Lot2 tools, free of any rights, unless otherwise agreed by the Commission.

3.6. VOLUMETRIC ESTIMATES

The annual R4 activity report included in the Lot2 Baseline provides statistics about the overall yearly volume of IT activities.

The table 'TES-WS' in the Annex III.B (Annex III.B - ITSM2-Lot2-TBPLot21-v01final.xls) provides the best estimates by DG TAXUD with regard to volumetrics that the ITSM2 Lot2 contractor will have to face during the life of the FC:

⁶ OJ L 8/1, 12.01.2001

⁷ OJ L 101/1, 11.04.2001

⁸ OJ L 317/1, 03.12.2001