



**EUROPEAN COMMISSION**  
DIRECTORATE-GENERAL  
TAXATION AND CUSTOMS UNION  
Customs Policy, Legislation, Tariff  
**Customs systems & IT Operations**

Brussels,  
taxud.r.1(2016)5983586

**Subject: Call for tenders TAXUD/2016/AO-02 (ITSM3 Integration) – replies to questions**

Dear Madam, Dear Sir,

Enclosed you will find the replies to the questions received from 19/09/2016 up to 26/09/2016 (questions 1 to 4).

This letter is being posted on the website of the Directorate-General for Taxation and Customs Union, at the following URL (“Questions & Answers” section):

[https://ec.europa.eu/taxation\\_customs/calls-tenders-grants-calls-expression-interest/calls-tenders/taxud2016ao02\\_en](https://ec.europa.eu/taxation_customs/calls-tenders-grants-calls-expression-interest/calls-tenders/taxud2016ao02_en)

Questions received subsequently will be answered in further letters which will be placed regularly on the same website. Prospective tenderers are invited to monitor this site attentively.

As mentioned in the invitation letter (ref. Ares(2016)5429448 date 19/09/2016) published with the tender documents, requests for additional information received less than six working days before the closing date for submission of tenders, i.e. after 07/12/2016, will not be processed.

Yours faithfully,

*(e-signed)*  
Paul-Hervé Theunissen  
Head of Unit

**Question no. 1**

We noticed that the ITSM3 Integration tender does not include the technical annex (Annex 2, see below). Will this be published on a later stage or can you sent us this if it is already available?

**Reply**

Annex 2: Technical Annex was indeed missing but was available for downloading from the website shortly after your request (i.e. the document was available at 15:20 on 19/09/2016).

**Question no. 2**

Apparently Annex2 for the aforementioned CFT is missing. Will this annex be available momentarily?

**Reply**

See the reply to Question 1

**Question no. 3**

For this CFT, will it be possible to use the automatic follow up with TED (eTendering - My calls for tenders) or all amendments and Q&A will be available via the main TAXUD CFT page only?

**Reply**

All questions and answers and/or any potential amendments to the procurement documents will be published only on the website indicated on page 1 of the present letter.

**Question no. 4**

Les documents de l'appel d'offres référencé en objet ne sont pas disponibles à l'adresse mentionnée :[https://ec.europa.eu/taxation\\_customs/calls-tenders-grants-calls-expression-interest/calls-tenders\\_en](https://ec.europa.eu/taxation_customs/calls-tenders-grants-calls-expression-interest/calls-tenders_en)

le message d'erreur est le suivant : « There are currently some technical problems with this website and some links may be broken. We are working to resolve the problem. »  
Quand pensez-vous que le service sera disponible ?

EN :

The documents of the call for tenders as referred to in subject are not available at the address provided: [https://ec.europa.eu/taxation\\_customs/calls-tenders-grants-calls-expression-interest/calls-tenders\\_en](https://ec.europa.eu/taxation_customs/calls-tenders-grants-calls-expression-interest/calls-tenders_en)

The error message is the following: "There are currently some technical problems with this website and some links may be broken. We are working to resolve the problem." When do you think the service is going to be available?

### **Reply**

Tous les documents de cet appel d'offres sont disponibles sur le site ([https://ec.europa.eu/taxation\\_customs/calls-tenders-grants-calls-expression-interest/calls-tenders\\_en](https://ec.europa.eu/taxation_customs/calls-tenders-grants-calls-expression-interest/calls-tenders_en), section "current calls for tenders" – "IT service management for IT systems integration of the Directorate-General for Taxation and Customs Union ('ITSM3 Integration)'" ou par son lien direct indiqué sur la première page de la présente lettre) depuis le 19/09/2016.

Le message "There are currently some technical problems with this website and some links may be broken. We are working to resolve the problem." n'a aucun impact pour l'appel d'offres ITSM3 Integration.

EN :

All procurement documents for this call for tenders are available on the website ([https://ec.europa.eu/taxation\\_customs/calls-tenders-grants-calls-expression-interest/calls-tenders\\_en](https://ec.europa.eu/taxation_customs/calls-tenders-grants-calls-expression-interest/calls-tenders_en), section "current calls for tenders"– "IT service management for IT systems integration of the Directorate-General for Taxation and Customs Union ('ITSM3 Integration)'" or via the direct link indicated on page 1 of the present letter) as from 19/09/2016..

The message "There are currently some technical problems with this website and some links may be broken. We are working to resolve the problem." has no impact on the call for tenders ITSM3 Integration.