



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

Brussels,  
taxud.r.1(2015)6389920

**Subject: Call for tenders TAXUD/2015/AO-03 (ITSM3 Operations) – replies to questions**

Dear Madam, Dear Sir,

Enclosed you will find the replies to the questions received from 03/12/2015 up to 16/12/2015 (questions 1 to 6).

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

[http://ec.europa.eu/taxation\\_customs/common/tenders\\_grants/tenders/ao\\_2015\\_03\\_en.htm](http://ec.europa.eu/taxation_customs/common/tenders_grants/tenders/ao_2015_03_en.htm)

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(2015)5447663 dated 30/11/2015) published with the tender documents, the contracting authority is not bound to reply to requests for additional information received less than six working days before the closing date for submission of tenders (15/03/2016).

Yours faithfully,

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

### **Question no. 1**

Reference: Annex 11 – Baseline. When attempting to download the documents from CIRCABC, we encountered the following issues:

- Some people have difficulties to log on to CIRCABC (authentication failure) while giving the correct username/password. The site seems to be unstable, providing access randomly.
- The "clipboard" limitation of CIRCA (50 MB) prevents to download most of the folders or sub-folders. It means that, for folders exceeding 50 MB, people have to download documents one by one. What is extremely time consuming.

Therefore, for convenience reasons, would it be possible to:

- Increase the clip level of 50 MB when downloading folders up to 500 MB per download.
- or to provide all baseline documentation on a DVD-ROM, as you did for ITSM II.

### **Reply**

In order to facilitate the download of the documents in the baseline DG TAXUD has made available an ftp service. To access this service you need to connect using the following coordinates:

**Server address:** `fts.ec.europa.eu`

**Username:** `itsm3`

**Password:** `6VxzMELbLM`

### **Question no. 2**

We noticed you published the ITSM3 Operations tender. With ITSM2 there was a separate lot for QA activities. Do you intend to launch a separate FWC for QA, or are QA activities meant to be part of the offer of the participants?

### **Reply**

Please refer to chapter 2 of the tendering specifications.

### **Question no. 3**

Could you please clarify if DG-TAXUD considers that the participation of a company to an existing and/or future DG-TAXUD contracts, such as other lots of ITSM2, their equivalent in ITSM3, CUSTDEV3, FITSDEV3, CCN2DEV and QA3 contracts, generates a conflict of interest with the attribution of the ITSM3 operation contract to the same company?

### **Reply**

The service delivery under the ITSM3 'IT service management, infrastructure and operations' framework contract must be segregated from any existing contracts with DG TAXUD (with the exception of ITSM2 Lot 1), at the level of the management, control, quality assurance and operational activities. The tenderer is invited to provide the detail

of the steps he proposes to take to ensure this tight segregation should it be involved - even partially - in an existing contract with DG TAXUD. DG TAXUD will reject the tender in case those steps are not providing the necessary segregation with the existing contract. Segregation for future contracts will be addressed at the time of publication of the relevant calls for tenders.

#### **Question no. 4**

Reference: Annex 1 - Questionnaire - page 3 – Subcontracting. On this page, you wrote "All other relevant information will have to be provided under section 4.3.3 and Attachments 3 and 4 of this questionnaire". However, we do not find section 4.3.3, nor Attachment 4. Could you please check and let us know if it is a clerical error.

#### **Reply**

Please read section 4.2.3 and Attachments 2 and 3 instead of section 4.3.3 and Attachments 3 and 4 of this questionnaire.

#### **Question no. 5**

Reference: Annex 5 - Declaration of honour on exclusion criteria and selection criteria. On page 3 of the Annex 1 - Questionnaire - Subcontracting, you wrote "These companies must fill in Sections 1 and 2 of this Questionnaire for assessment" and also "If a sole tenderer or a tendering group intends also to rely on the economic and financial capacity of the subcontractor(s), the subcontractor(s) also have to fill in Section 3 (except bullet point 4)."

Section 2 relates to the Declaration of honour on exclusion criteria and selection criteria. If we do not rely on the economic and financial capacity of our subcontractor(s), the subcontractor(s) does(do) not have to fill in Section 3.

In that respect, can you clarify how our subcontractor(s) have to act to be compliant while filling in page 5 of the Declaration of honour on exclusion criteria and selection criteria because they do not have to fill in Sections 3 and 4 of the questionnaire ?

More specifically regarding the following statements in section (6) of the Declaration of honour:

- (1) It has the legal and regulatory capacity to pursue the professional activity needed for performing the contract as required in section 4 of the questionnaire;
- (2) It fulfils the applicable economic and financial criteria indicated in section 3 of the questionnaire;
- (3) It fulfils the applicable technical and professional criteria indicated in section 4 of the questionnaire.

#### **Reply**

In case of subcontracting:

- If the tenderer does not intend to rely on the economic and financial capacity of the subcontractor(s), then section 3 of the questionnaire does not need to be answered for that(these) subcontractor(s).

In that respect, section 6(a) and (b) of annex 5 (declaration on honour on exclusion criteria and absence of conflict of interest) are no applicable for that (these) subcontractor(s).

- If the tenderer does not intend to rely on the technical and professional capacity of the subcontractor(s), then section 4 of the questionnaire does not need to be answered for that (these) subcontractor(s).

In that respect section 6(c) of annex 5 (declaration on honour on exclusion criteria and absence of conflict of interest) is no applicable for that (these) subcontractor(s).

### **Question no. 6**

In the tender documentation the “Annex11\_baseline” contains a list of documents. Can tenderers have access to the documents listed in this baseline? If yes, how to gain access?

### **Reply**

Please refer to page 29 of the Terms Of Reference and the reply to Question no. 1.