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

Brussels,
taxud.r.1(2016)1054137

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 10/02/2016 up to 22/02/2016 (questions 33 to 52).

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

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.

Question no. 7

Reference: Questionnaire Annex1, Chapter 3, page 9, point 4. Turnover for 3 years is asked, but only 2 respective numbers are given. How do we have to understand this?

Reply

For each of the last 3 financial years, the overall (global) turnover must be provided. This overall (global) turnover must be equal to or higher than 92 M€ per year. For the same financial years, the turnover for services similar to the services in the scope of this call for tenders must be provided; this turnover must be equal to or higher than 46 M€ per year.

Question no. 8

Reference: Price Table Annex 3, sheet 'Profiles'. The automatic amount reported from the sheet 'Profiles' to the sheet 'ITSM3 Operations' calculates the cumulated cost for all defined profiles and NOT the expected blended cost, i.e. an average man-day cost. Average is only provided between proximity extramuros and extramuros, not between the various profiles. Please clarify or confirm that our understanding is correct and provide updated price table.

Reply

We confirm that the price sheet is correct. The mentioned automatic amount reported from the sheet 'Profiles' (cell E62) is an average between the "proximity extramuros" and "extramuros" profile values in cells E60 and F60. These two cells are themselves each an average of the "proximity extramuros" and "extramuros" prices respectively and not a cumulated value.

Question no. 9

Reference: Technical Annex 2a, para 10.10.50 page 157. SQI5-050 refers as unit of measurement 20 key functions but the section to which the footnote refers is missing. Our understanding is that it should refer to para 9.1.1 "Key roles for continuous

services", but 42 key roles instead of 20 are listed, whose 18 are non-junior. Please clarify and provide us with the list of the 20 key functions initially considered by Taxud as Unit of measurement of the SQI

Reply

There is a mistake in the definition of SQI-050 in section 10.10.50 of the Technical Annex (Annex 2a). The Unit of Measurements should read as follows:

Unit of Measurement of the SQI	This SQI will measure the occurrence of one of the following events: (1) The **42** key functions[1] of the Takeover team are not staffed by full time staff 1 month after the start of the first SC; (2) The **42** key functions have a turnover of more than 20% (**8** people) over a 12 months sliding window.

Question no. 10

Reference:Questionnaire Annex1, para 5.3.1 page 22 and Technical Annex 2a, para 9.1.1 page 120. The questionnaire is speaking about "Business Thread Liaison Taxation" when the technical annex is introducing "Business Thread Liaison Direct Taxation" and "Business Thread Liaison Indirect Taxation". Please clarify

Reply

The correct list of Key Roles is that provided in the Technical Annex (Annex 2a) section 9.1.1. This list is <u>not</u> correctly transposed to the Questionnaire section 5.3.1 where the Key Roles associated to Taxation should be corrected as follows:

The Role

Business Thread Liaison Taxation	

Should be <u>replaced</u> by the following three roles:

Business Thread Liaison Direct Taxation	
Business Thread Liaison Indirect Taxation	
Business Thread Liaison Recovery of Claims	

And the following four roles should be <u>added</u>:

Application SPOC Direct Taxation	
Application SPOC Indirect Taxation	
Application SPOC Excise	
Application SPOC Recovery of Claims	

[1] Based on the organisation proposed in the **ITSM2 Operations** contractor's bid and respecting the key roles specified on section .

A new version of the questionnaire has been published on the website.

Question no. 11

Reference: Questionnaire Annex1, p. 16-25. In the questionnaire we do not find a maximum amount of pages allowed per answer. Do we need to understand that there a no page limits for the questions from the Award Criteria ?

Reply

As indicated in section 6.3.5.3 of the Guidebook for Tenderers (Annex 4), replies to the questions in the questionnaire must be concise and refer to the relevant sections of your bid where you can further develop the replies.

Question no. 12

Reference: Price Table Annex 3, sheet 'Profiles'; Questionnaire §5.3.1 Mapping Roles and Profiles; Technical Annex §9.1.1 Table 7 Key Roles

As mentioned in Questionnaire and in Technical Annex, there is a distinction between Roles and Profiles.

A mapping between Roles and Profiles is requested (cf. Questionnaire §5.3.1). For some of the Roles, proximity extramuros are requested (marked "P" in Table 7 of the Technical Annex).

The financial tables must be filled in with the costs of the Profiles, for both "proximity extramuros" and "extramuros".

Our understanding is the following:

– Mandatory: "Proximity extramuros" costs must be provided for all Profiled related to "proximity extramuros" Roles (Marked "P" in Table 7 of the Technical Annex).

– Optionally: "Extramuros" costs may be provided for the Profiles related to "proximity extramuros" Roles (Marked "P" in Table 7 of the Technical Annex).

– Mandatory: "Extramuros" costs must be provided for all Profiles not related to "proximity extramuros" Roles (Not marked "P" in Table 7 of the Technical Annex).

– Optionally: "Proximity extramuros" costs may be provided for the Profiles not related to "proximity extramuros" Roles (Not marked "P" in Table 7 of the Technical Annex).

Please could you confirm our understanding is correct.

Reply

It should be noted that, as specified in section 9.1.1 of the Technical Annex, the Key Roles only relate to the Continuous Services while the costs required for the profiles in the Price Table relate to the On-Demand Services.

Therefore, for the list of profiles as requested in section 5.3.1 of the Questionnaire, two distinct uses are made:

(1) Tenderers must define the appropriate profiles that will assume the Key Roles for Continuous Services while ensuring that they comply with the proximity requirement (if the associated Role is marked with a (P) in Table 7 of the Technical Annex).

(2) Tenderers must define profiles that can be requested in the context of On-Demand services and provide the costs for such profiles in the Price Table both in extramuros mode and in proximity extramuros mode.

Therefore, Tenderers must indicate in the Price Table the profile cost that will be available for On-Demand services in both modes (extramuros and proximity extramuros).

For example, for a Profile A defined in the tender, the following options are possible:

– Profile A is associated to one or several Key roles however, no price is provided for this profile in the Price Table: this means that this profile will only be used for continuous services and is not offered for on-demand service.

– The Profile A is not associated to any role but a price is provided in the Price Table for extramuros and for proximity extramuros: this means that the profile will not be associated to any Key Role of the continuous services but will be available for on-demand services in both of the options.

– The Profile A is associated to one or several roles AND a price is provided in the Price Table for extramuros and for proximity extramuros: this means that the profile will be associated to one or several Key Roles of the continuous services AND will be available for on-demand services in both of the Proximity extramuros and extramuros options.

Question no. 13

In the questionnaire in chapter 4.4.1, it is requested to provide evidence of compliancy with the following standard:

– ISO standard (or equivalent, to be specified)
– ISO 20000-2:2013 [& optionally ISO 20000-1:2013]
– ISO 27001.2013
– ISO 27002.2013
– Others (add as necessary) [optionally SAS 70 type II – now SSAE16]

Is compliancy with these standards mandatory as they are indicated as mandatory for the document A2-TOR (page 29 & 30)?

Reply

The standards referred to in section 4.4.1 of the Questionnaire are part of the selection criteria for the Tenderers' technical and professional capacity. The Tenderers must indicate if they possess such certifications or not (compliance with those standards is not mandatory).

As far as the Terms of Reference document is concerned, it must be noted that this document provides an overview of the current services that need to be taken over by the ITSM3 Operations contractor (see also page 12 of the Technical Annex). Therefore, the standards listed in section *2 "Reference Documents"* of the Terms of Reference should be

understood as references of quality levels particularly applicable to the services that will be taken over by ITSM3 Operations contractor.

Question no. 14

Annex 2a, p. 42 - Service Block 5 states the underlying infrastructure services as part of service block 5:"Licence management allowing to identify software licences deployed, their level of utilisation and licence compliance;"

Annex 2a, p. 80, covering the HW/SW/Maintenance acquisition channel defines that "a comprehensive licence management services including software lifecycle management services" need to be implemented:

"- A base package consisting of an on-line service enabling secure access to catalogue(s) and licence pricing information (via an on-line product catalogue), order tracking information (via an order tracking tool), licence inventory information, and provision of regular consumption follow-up reports, as well as other types of reports (provided periodically or on request from DG TAXUD within a maximum delay of 5 working days), linked to Service Level Agreement (SLA) requirements;

- Licence management services, which involve the ITSM3 Operations contractor coming on-site to identify licences and software products already deployed on a computer network. These services may include licence disposal, licence metering, and licence compliance services.

- Periodic and complete licence verification (including licences of products and COTS purchased by other acquisition channel) followed by a report of the Contractor with the verification made and a letter certifying full licence compliance.

It must be possible to trace any order back to its originating entity. It is up to DG TAXUD to decide which of these services will effectively be used in the course of the contract, and to which extent, but the ITSM3 Operations contractor must be capable of offering all of them;"

Related to these two paragraphs, we have the following questions:

(1) Is our understanding correct that the "licence management services" as requested on p. 80 of Annex 2a include services requested in Annex 2a, p. 42 as part of service block 5?

(2) Is our understanding correct that the license compliance responsibility as stipulated on Annex 2a p. 42 applies to the services requested on Annex 2a p. 80?

(3) Is our understanding correct that "It is up to DG TAXUD to decide which of these services will effectively be used" (Annex 2a p. 80) , means that we need to propose a transformation project as part of SB02 and present the solution as an answer to Questionnaire: Question 5.2.2 Proposed Transformations as part of the "Asset management solution implementation" (Questionnaire, p. 19)? Upon selection of this transformation project, this service will be implemented and the compliance responsibility as highlighted in question 2 will be activated. Please confirm that this understanding is correct.

(4) Related to question 3, could DG TAXUD confirm that the ITSM3 Operations supplier will get full access to the existing and new licence contracts (also those contracts that are acquired outside the ITSM3 Operations acquisition channel for which the ITSM3 contractor needs to assume license compliance responsibility?

(5) Could DG TAXUD provide a description of the existing licensing scheme (data model, if any) when available?

(6) Could DG TAXUD provide a description of the existing workflow of the hw/sw/maintenance acquisition channel including products and COTS purchased by other acquisition channel than ITSM2 Lot1.

Reply

As general reply to Question 14, please note that Annex 2a (Technical Annex) is modified as follows:

- The fourth to seventh paragraphs (bullet points) of page 80 are to be moved just after the first paragraph of page 46. These paragraphs stay unchanged except for the first one which loses its bullet point and is modified to result as follows:

  "*A comprehensive licence management services including software lifecycle management services shall be implemented by means of:*"

- Footnote 15 is deleted.
- The fourth and fifth bullet points of page 79 are deleted.

A new version of the Technical Annex reflecting these changes has been published on the website (URL indicated on page 1 of this letter) in the "Questions & Answers" section.

In reply to you specific questions:

(1) Your understanding is correct; the licence management service is to be provided as part of SB05.

(2) Your understanding is correct; the license compliance responsibility as stipulated on Annex 2a p. 42 applies also to the services requested on Annex 2a p. 80. (in the new version of the Technical Annex which is published in the "Questions & Answers" section on the website; URL indicated on page 1 of this letter).

(3) This third question contains two parts:

  (a) On the first part, your understanding is correct: the Tenderer has to propose a transformation project as part of SB02 in reply to question 5.2.2 of the questionnaire.

  (b) On the second part, your understanding is not correct. The compliance responsibility is activated at the moment of take-over regardless the implementation of the proposed transformation project.

(4) DG TAXUD will (unless restrained for legal reasons) provide the ITSM3 Operations contractor the available contractual information. This does not limit in anyway the licence compliance responsibility as described in SB05.

(5) Such description is currently not available.

(6) The workflow for the other hardware, software, maintenance acquisition channels are similar to the ITSM2 Lot1 and ITSM3 Operations acquisition channels.

Question no. 15

(1) Could you please specify which requirements in Annex 2A 4.2.10 Security Management are subject to the scope of the "security requirements implementation" as defined in questionnaire 5.2.2 ?

(2) Could you please specify which legal constraints and security regulations referred to in Annex 2A 4.2.10.4 Security Incident Management (page 66) need to be taken into account ?

Reply

(1) All security requirements in Annex 2A 4.2.10 Security Management are subject to the scope of the "security requirements implementation" as defined in questionnaire 5.2.2.

(2) The provisions of Section 2.2 of chapter III (general terms and conditions for information technologies contracts) of the model Framework Contract (Annex 9) shall apply. The most recent version of the Commission's decision on the security of information systems (Commission decision C(2006)3602 of 16 August 2006) has been published in the Questions & Answers" section on the website; URL indicated on page 1 of this letter. Please also refer to the Folder on SB10 in the baseline for the key Security Policies currently applicable; these also provide references to any currently applicable legislation in the context of IT security.

Question no. 16

Ref: Technical Annex §4.2.4.2 - Service Calls Resolution Time, pg 40. This section refers to the Internal Working Procedure for Incident Management (see Internal Operational Procedure ITS-1PRC-021 in the baseline) and specifically to Annex H of that document. Except error on our side, these two documents cannot be found in the baseline.

Please could you provide us with these documents?

Reply

The document Operational Procedure ITS-1PRC-021 can be found in the folder "*Operational Working Procedures*" which is itself under the "*SB02 IT Strategy_Conception_Evaluation*" folder.

The following is a direct link to the document in CIRCABC:

https://circabc.europa.eu/sd/a/fab3bfc1-4495-4800-b05a-ac4fa3603086/ITS-1OPR-021-Incident%20Management%20v1.01%20EN.pdf

Question no. 17

Ref: Technical Annex §6.2.9 - Price Element P.2.7, pg 98

In technical annex, price element P.2.7 refers to minor transformation, while on the financial table it refers to simple transformation.

Please could you indicate which type of transformation has to be taken into consideration for price element P.2.7?

Reply

The type of transformation to be taken into consideration for price element P.2.7 is "Simple".

The description of price element P.2.7 in the financial table is correct while the description of the price element P.2.7 in the Technical Annex (page 98) should refer to "Simple" transformations and not to "Minor" transformations. A new version of Annex 2a : Technical Annex has been published in the Questions & Answers" section on the website (URL indicated on page 1 of this letter).

Question no. 18

Ref: technical Annex §10.10.1 - SQI-001, pg 131

At the beginning of section "Calculation" of SQI-001, it is stated (Step 1) that "the raw data availability is that of KPI-004", while at the end of this section (steps 1 and 2) it is referred to KPI-003.

Please could you indicate which raw data SQI-001 relies on (KPI-003 or KPI-004)?

Reply

The raw data on which SQI-001 relies is KPI-004. A new version of Annex 2a : Technical Annex has been published in the Questions & Answers" section on the website (URL indicated on page 1 of this letter).

Question no. 19

Ref: Terms of Reference §4.6.3 - Volumetrics Present and Future - Table 41, pg 178; §4.7.3 - Volumetrics Present and Future - Table 46, pg 188

In chapter 4.6, dedicated to Platform Management (SB06), Table 41 presents volumetrics information about CCN, considered as Platform, for the coming years. This table indicates CCN will continue to carry out data until 2024.
In chapter 4.7, related to Application Management (SB07), Table 46 presents other volumetrics information about CCN where it appears there will be no CCN environment anymore as from 2019.

We would expect that there will be CCN environments until 2024.

Please could you indicate until when the CCN Platforms (within SB06) and the CCN-related applications (within SB07) will be maintained by CCN2DEV (3rd level) and supported within ITSM3 Operations?

Reply

According to the current planning, the CCN2 platform should take over the CCN traffic in the course of 2019. However, the ITSM3 Operations contractor must be able to

maintain CCN as long as required in case DG TAXUD decides to postpone the migration.

Question no. 20

In the DG TAXUD ITSM3 ANNEX 2a Technical Annex for SB05 it is not clear who will do the Provision and Maintenance of the CCN equipment.

On page 41, in the footnote 11 it is stated: "The provision and maintenance of the CCN Communication equipment of a CCN site (CCN encryption devices (SSG), CCN switches, Network routers, and private CCN lease lines) is today under the responsibility of the CCN WAN contractor. However, the responsibility will be shifted to the ITSM Operations contractor."

On page 44, in the box, at the bottom of the page, it is stated: "Note that the provision and maintenance of the CCN encryption devices and the CCN end-to-end routers remains under the responsibility of the CCN/WAN contractor (or whichever contractor taking over the CCN/WAN services in the future). The ITSM3 Operations contractor is however required to operate the CCN encryption devices deployed at each CCN site".

Those two statements raise the following question: Who will provide and maintain the CCN equipment in the future? The ITSM3 Operations contractor (cf p41) or the CCN/WAN contractor (cf p 44)?

Reply

The provision and maintenance of the CCN Communication equipment of a CCN site (CCN encryption devices (SSG), CCN switches, Network routers, and private CCN leased lines) is today under the responsibility of the CCN WAN contractor. The ITSM3 Operations contractor is required to take over the provision and maintenance of the CCN encryption devices deployed at each CCN site. The provision & the maintenance of the other CCN devices (CCN switches, network routers and private CCN leased lines) will remain under the responsibility of the CCN WAN contractor.

Question no. 21

Ref: Annexe 1 - Questionnaire §4.2.1 "Client References" and §4.2.3 "Service and Project References" At section 4.2.1 of the Questionnaire, it is requested to "Provide at least three (3), but no more than five (5), client reference contacts of customers that are making use of services similar to the service requirements of this lot. These references should be for different customers other than European Commission and for services performed at the premises of the tenderer. Only provide client references that can be consulted by the Commission. "Third column of table of this section asks for the reference to services reference form provided under section 4.2.3 At section 4.2.3 of the Questionnaire, it is requested, "For each of five (completed in 2014 and 2015) recent service contracts in the area of the required services, of a minimal value of 10 Million €/year, each done for a different customer (departments, divisions, directorates, etc. are regarded as the same customer)".

To avoid any misunderstanding about the expectations of DG TAXUD regarding the service references, please could you indicate:

(1) how many service reference forms are to be provided (at least three (§ 4.2.1) or exactly five (§4.2.3)),

(2) if these references should be for different customers other than the European Commission (§.4.2.1) or not (§4.2.3),

(3) and if a minimum value threshold applies (§4.2.3) or not (§4.2.1).

Reply

(1) At least three (3) but no more than five (5)

(2) These references should be for different customers other than the European Commission

(3) The minimum threshold is 10 Million €/year

Question no. 22

Ref: Annexe 3 - Price Table - Lines 33 and 34

Column H "Induced PM%" specifies, for each pricing element, if a percentage applies for Fixed Price Services (price element P.1.1 at line 65) and for On-Demand Activities (price element P.1.2 at line 99).

Cells H33 and H34 indicate "P.1.2" and "P.1.3" respectively, while they refer to Fixed Price elements P.6.2 and P.6.3.

To our understanding of the logic behind the price table, cells H33 and H34 should indicate "P.1.1".

Please could you confirm H33 and H34 value should be "P.1.1" instead of "P.1.2" / "P.1.3".

Reply

We confirm that H33 and H34 values should be "P.1.1" instead of "P.1.2" / "P.1.3". A new version of the price table has been published in the Questions & Answers" section on the website (URL indicated on page 1 of this letter).

Question no. 23

Ref: Annexe 2a - Technical Annex §4.1.2 (pg 22); Annexe 2b - Terms of Reference §.4.7.3 Table 45 (pg 187) - Annexe 3 - Price Table SB06

We would like to clarify the Service Window and QoS that will be actually requested for the Platform Instances, especially for CCN. At §4.1.2 "Service Window and QoS" (pg 22) of the Technical Annex, it is mentioned that "Whenever a CI is necessary for the correct functioning of another, it will inherit the level of service as its required minimum (e.g. if an application has QoS of HA and Service Window of 7d-24h ("7/24-HA"), then the minimum QoS and Service Window for the platform instance where it is deployed will also be HA-7/24."

At §4.7.3 "Volumetrics: Present and Future" (Table 45 - pg 187) of the Terms of Reference, it is indicated that, as from 2017, more than 40 CCN applications will require Service Window upgrade to 7/24.

Line 37 of the Price Table (price element P.6.6) indicates that 15 units of Platform Instances may be subject to Service Window upgrade to 7/24.

Considering the criticality of the CCN sites (55 CCN sites in the years 2017-2024, cf. Table 41 pg 178 of the Technical Annex) as well as the definition of a Platform Instance given at §4.2.6 (pg 48: "A given platform could consist of a unique platform instance (e.g. SPEED2) or several (e.g. CCN sites, CCN2 Access Points, UUM&DS PEPs)"), we would anticipate that, in Price Table - P.6.6, a minimum of 55 Platform Instances would require Service Window upgrade to 7/24.

Please could you confirm the number of Platform Instances given at line 37 of the Price Table that would be subject to Service Window upgrade to 7/24.

Reply

Your conclusion is not correct. The non-committing estimation provided in Table 45 of the Terms of Reference refers generically to applications and not specifically to CCN applications. The best estimation that DG TAXUD can give today on the number of platform instances requiring upgrade to 7/24 service window is the one provided in the financial table.

Question no. 24

With reference to the Open Call for tenders TAXUD/2015/AO-03 – Provision of IT Service Management for IT systems and infrastructure operation (ITSM3 Operations), we consider that the deadline for submission is short given the complexity and size of the contract.

We would like to kindly ask Directorate-General Taxation and Customs Union to extend the deadline of submission by one (1) month of the submission date.

Reply

Considering that :

– the contract notice for this procurement procedure was published in the Official Journal on 28/11/2015; the tendering documents were available for download from DG TAXUD's website from Monday 30/11/2015 onwards;

– the question to extend the deadline comes two full months following this publication;

– any additional delay to deposit the offers will reduce the hand-over/take-over period between the outgoing and the incoming contractor;

– the time between availability of tendering document (30/11/2015) and the deadline for deposit of offers (15/03/2016) is more than double the number of days required for an open public procurement procedure (106 days vs. 47 days);

DG TAXUD maintains the initial deadline for deposit of offers as indicated in the contract notice.

Question no. 25

Due to the large volume and complexity of the baseline documentation, and in order to obtain a detailed and complete understanding of the systems, activities, deliverables, etc. in scope of the ITSM3, we request **a 4-week extension** of the offer submission deadline.

A Baseline (Annex 11) of documentation is also provided online with relevant operational documents related to the services currently provided by the ITSM2 Lot1 contractor and which shall help the tenderer obtain detailed and complete information of the systems, activities, deliverables, etc. involved in the services. A table of contents of the baseline is also provided as part of Annex 11.

Reply

Please refer to the reply to question 24.

Question 26

Ref: Annexe 2a - Technical Annexe §4.2.2.8 pg 36 and §6.2.8 pg 97-98; Annex 3 - Price table Price Element P.2.6

At §4.2.2.8 of the Technical Annexe, the transformations are catalogued according to their workload scale.

At §6.2.8, Price Element P.2.6 is defined for a set of transformations (up to 10 minor, 5 simple, 2 medium and 1 major). The duration of the set of transformations covered by P.2.6 is not explicitly mentioned in the definition of Price Element 2.6.

Is our understanding correct that this average duration is 1 year, and that the monthly price of P.2.6 to be given at cell K11 of the Price Table is then 1/12th of the total price of design & implementation of this set of transformations (up to 10 minor, 5 simple, 2 medium, 1 major), including the related technical support.

Reply

Your understanding is correct.

Question no. 27

Business Thread Liaison Manager

Could you provide us with a description of this role, together with the responsibilities and tasks?

Reply

Please refer to the FQP and annexes in the Baseline (in SB02 folder) where the roles and responsibilities are defined for all processes and services. Please note that a *Business Thread Liaison Manager* is equivalent to what is mentioned in some documentation as "*Business Thread Leader"*.

Question no. 28

Annex 3 Price Table, sheet 'ITSM3 Operations', price elements P6.2 and P6.3 in rows 33 and 34

Price element P6.2 refers to P1.2 in the column 'Induced PM%' and Price P6.3 refers to P1.3 in the column 'Induced PM%' whereas Price element P1.3 does not exist and similar Price element P6.1 refers to P1.1 in the column 'Induced PM%'. We believe that

there is a mistake and that both Price elements P6.2 and P6.3 have to refer to 'Induced PM%' column P1.1.

Please clarify or confirm and provide us with an updated Price table.

Reply

Please refer to the reply to question 22.

Question no. 29

Annex1 Questionnaire para 4.3.2 pg 14 and Technical Annex2A, Table 5, 1st row (ALL) page 73

No CV has to be provided in the tender according to reference 1, but one acceptance criteria for the Takeover in reference 2 requires no deviations from the tenderer's proposed CVs and team except for force majeure.

Please clarify.

Reply

There is a mistake in the Technical Annex 2A; please note that Annex 2a (Technical Annex) is modified as follows:

The sixth bullet point of the first row of Table 5 in page 73 of the Technical Annex (Annex 2a) which reads: "*The contractor has staffed the team as per his tender, there shall be no deviations from the tenderer's proposed CVs and team except in the case of "force majeure"; this shall be audited;*" is to be deleted. . A new version of Annex 2a : Technical Annex has been published in the Questions & Answers" section on the website (URL indicated on page 1 of this letter).

Question no. 30

Weighting Award criteria

Would you be able to provide us with clearer guidelines as to the weighting of the individual criteria of each bullet point within Section 5 of the a1_questionaire? At the minute there is not a way to ascertain where points for responding are going to be allocated across 10 questions, where the sum is 30% of the overall technical score. In the interest of transparency would you be able to provide clear points to question/sub-question score across all of section 5.

Reply

The bullet points/questions in section 5 of the questionnaire are provided to be able to structure the Tenderer's reply for a given award criteria. These bullet points/questions should not be considered as sub-criteria (each one with an individual weighting or maximum score). The bullet points/questions listed under a particular award criteria will be assessed in their totality and will be scored to the maximum points as indicated for that particular award criteria.

Question no. 31

References

With regards to the references do they have to be performed within the EU or can they come from equivalent countries?

Reply

These references can come from equivalent countries.

Question no. 32

References and service contracts

Can we use references of Framework contracts where we deliver as part of a consortium and therefore do not own the full value of the contract? Furthermore as the types of services within this request are quite wide can we build up the variety of services from different Framework Contracts.

Reply

You can use such Framework Contracts only if the company's specific part of services and value is clearly identified.

Question no. 33

Financial table indicates that Handover activity (P.11.2) is a "On-Demand" activity. Could you please specify in which circumstances DG TAXUD would envisage not to order the handover.

Reply

The hand over will be ordered by DG TAXUD before the end of the contract. The on demand nature of the hand over is due to the potential variability of its scope depending on the required services in future contracts.

Question no. 34

In the Baseline information provided by the Commission, and in specific in Lot1 Assets/SB.2/IWP folder there is a file named: ITS-1PRC-020-Knowledge Management v 0.12 EN.pdf. The file that is provided (i.e. Acceptable Usage Policy Token) is completely irrelevant with the Knowledge Management IWP. Could you please provide us with the correct file?

Reply

The correct file has been uploaded to the baseline. You can locate it in the following link: https://circabc.europa.eu/w/browse/5fa1e986-1ce5-4ff7-9bd2-a10123c2a528

Question no. 35

In the Baseline information provided by the Commission, and in specific in Lot1 Assets/SB.5/Network folder, in file named: ITS-1ANX-RFA038 Draft Cloud Vision Document-EN1.00.pdf, there is reference of an “IBM Cloud Vision.doc” document concerning the vision of implementing a Cloud solution to Applications Management.

(1) Could you please provide this document?

(2) There are similar embedded documents missing throughout the baseline documentation, i.e.

i. In document: “ITS-1PRC-011 Life Cycle of Deliverables v0.11 EN”,p.37 file: “Annex A-stages of the handling the documents”

ii. In document:” ITS-1PRC-012-Document Deliverables Review v0.15 EN”, p.46 file:”sn_17_en.pdf”

iii. In document:” ITS-1PRC-013 Internal and External Audits v0.12 EN”, p.18 file: “Internal Audit Plan”, p.19 “Internal Audit Report”, p.21 “Self Assessment checklist”

iv. In document:” ITS-1PRC-032-Yearly Satisfaction Survey v.0.12”, p.13 file: ITSM2_Service_Desk_2014_User_Satisfaction”, etc.

Could you please provide all missing embedded documents?

Reply

(1) There is an error, the document ITS-1ANX-RFA038 Draft Cloud Vision Document-EN1.00.pdf should not have been published in the baseline and therefore removed of it.

(2) i. The requested document has been published in the "Questions & Answers" section on the website (URL indicated on page 1 of this letter).

ii. The requested document has been published in the "Questions & Answers" section on the website (URL indicated on page 1 of this letter).

iii. Internal audit documents of the incumbent contractor cannot be provided due to confidentiality issues.

iv. The requested document has been published in the "Questions & Answers" section on the website (URL indicated on page 1 of this letter).

Question no. 36

There are numerous documents in the Baseline information that are either completely redacted or heavily redacted of information that is critical for the correct and complete analysis of expected services to be provided by the Contractor; especially the documents concerning and demonstrating the workload of specific tasks or statistics that are closely related to pricing. If this information is not revealed to all Tenderers, it consists of a clear bias towards the incumbent contractor who has this information readily available for further analysis.

In the list below, we point out only a few and indicative files that are completely or heavily redacted:

- ITS-1MPR-Annex 26-Datacentre Luxembourg Monthly Report 201504-EN 1.00
- ITS-1MPR-Annex 27- Quantities consumption 201505-EN1.00
- ITS-1MPR-Annex 28- Service statistics 201505-EN1.00

- ITS-1MPR-Annex 33-Problem Management Statistics 201505-EN1.00
- ITS-1MPR-Monthly Progress Report 201505-EN1.00
- ITS-1PRC-105-Service Desk v 0.11 EN (all tables are empty), etc

We kindly request DG TAXUD to check all heavily redacted documents and provide us with the complete information that is currently missing.

Reply

It must be noted that the description of the expected services to be provided by the ITSM3 Operations Contractor is provided in Annex2a - Technical Annex. The estimated quantities concerning the workload of the required services are provided in Annex2b – Terms of Reference and in Annex3 – Price Table. No further description is considered necessary. The documents you refer to were just provided as template allowing to understand the content/structure of the reporting. Nonetheless, for the sake of transparency and completeness, a less redacted version of these documents has been published in the "Questions & Answers" section on the website (URL indicated on page 1 of this letter).

Question no. 37

In view of

(a) the large amount of information included in the provided Baseline documentation
(b) the complexity of the information that needs to be analysed
(c) the still missing information of critical parts of the Baseline documentation, mainly for volumetric and pricing analysis

and considering DG TAXUD's willingness for equal treatment of all tenderers to access to available information and healthy competition, we hereby kindly request a 5-week extension of the offer submission deadline.

Reply

Please refer to the reply to Question 24.

Question no. 38

Reference: Annex 3, Price Table, sheet 'ITSM3 Operations'. Our understanding is that the value in cells H33 and H34 should be "P.1.1" instead of "P1.2" and "P1.3".

Please clarify or confirm that our understanding is correct and provide updated price table.

Reply

Please refer to the reply to Question 22.

Question no. 39

Reference: Annex 3, Price Table, sheet 'ITSM3 Operations'. Our understanding is that the value in cells H17 to H31 should be "P.1.1" instead of "-", as the management fee percentage P.1.1 must also be applied on all the services delivered under Service Block 5

– Infrastructure Management. Please clarify or confirm that our understanding is correct and provide updated price table.

Reply

For cells H17 and H18 your understanding is correct. In fact those two cells are already P.1.1. For cells H21 to H29 your understanding is not correct. The management fees for services under SB05 are covered by price element P.5.1.

Question no. 40

Reference: Annex 2A, Technical Annex, §6.1, pages 94-95. Our understanding is that - for any service element - the fixed price associated to the number of units ordered per month in the SC will be the amount due by the Commission for any given month with actual consumption between 0% and 110% of that number of units. Please clarify or confirm that our understanding is correct.

Reply

Subject to our understanding that you refer to pages 94 and 95 of the technical annex published on 30/11/2015 on the website, we confirm that your understanding is correct.

Question no. 41

Reference: Annex 2A, Technical Annex, §6.1, page 94. Can you please provide the exhaustive list of price elements for which the overconsumption mechanism described under §6.1 apply.

Reply

Please refer to paragraph 2 of §6.1 of Annex2a. All volumes of price elements expressed in a specific contract intended for continuous services are subject to the overconsumption mechanisms described under §6.1.

Question no. 42

Is our assumption correct that the price element P.11.1 – (TAKEOVER) will not be taken into account when comparing our price against the incumbent.

Reply

Your assumption is not correct. The price that will be used for the financial evaluation is the total price indicated in line 129 of Annex 3 Price Table ("Total that will be used for the financial evaluation").

Question no. 43

Can we utilize shared services (certain resources working on multiple assignments) in delivering the infrastructure, platform and application support, excluding any resources that DG TAXUD has identified as being key dedicated staff?

Reply

Yes, without prejudice of fulfilling all requirements set out in the contract notice and tendering documents, in particular regarding security.

Question no. 44

"Can you please provide a consolidated list of the hardware and software related to the applications and specs of the different devices? If not, can you please provide us the extraction of these elements from the CMDB and/or asset management tool. For example: VM1 - ESX123 - Windows 2012 - CCN2 - Exchange - 2vcpu - 16GB - 1TB "

Reply

The requested information is already available in the baseline in particular in the following documents:

- The Hosting Guidelines with information on HW and SW available at TAXUD DC for hosting applications.
  (ITS-1ANX-RFA054_Hosting Guidelines-EN1.00_ANNEX 2.pdf)
- Technical Infrastructure Plan with a consolidated presentation (in the technical layer) of all HW and SW servers related to the applications:
  (ITS-TIP-P-031-7-Central Systems EN1.00.pdf)
- TAXUD DC Bill of material with specifications of key HW and SW components acquired for the TAXUD DC infrastructure implementation.
  (ITS-1ARD-RFAD70.3 Bill of Material EN1.00.pdf)

Nonetheless, for the sake of completeness and transparency, further detailed information has been published in the "Questions & Answers" section on the website (URL indicated on page 1 of this letter):

- q44_hw_sw.xlsx
- q44_logical_physical_servers.xlsx
- q44_servers.xlsx

Question no. 45

Please could you provide an excel version of the pdf-file: "Incidents - all categories_Except complaints.pdf"

Reply

The excel version of the document has been published in the "Questions and Answers" section on the website (URL at page 1 of this note).

Question no. 46

"Reference: Annex A2, Terms of Reference, §4.5.1.3, page 146. What is currently used as (Global) knowledge management tool? Is the information shared and used by all stakeholders? (development contractors, support parties, quality assurance, …)"

Reply

The tool currently used for Knowledge management in the context referred (Annex A2, Terms of Reference, §4.5.1.3, page 146) is Rational Asset Management. The information is available to ITSM2 Lot1 and DG TAXUD.

Question no. 47

"Reference: Annex A2, Technical annex, §4.2.2.8, page 35. Please could you provide us a copy of the impact analysis in relation to transformation projects as referred to at the end of p35 in section 4.2.2.8?"

Reply

The impact analysis is to be realised on a case by case basis per transformation project.

Question no. 48

Referring to your answer to question n° 14, sub (3) (b) "The compliance responsibility is activated at the moment of take-over regardless the implementation of the proposed transformation project.", please could you confirm our understanding is correct that "at the moment of the take-over" means "at the end of the take-over".

Reply

Your understanding is correct.

Question no. 49

Regarding Service Block 3 (Service Management Tooling), we understand the following: releases for HP SMT and SAP BO are considered as On Demand Services in ITSM2, and will be considered in ITSM3 as either falling into Price Element 2.6 (minor/simple/medium/major improvements) or falling into Price Element 2.7-2.8-2.9. Kindly confirm our understanding?

Reply

Your understanding is correct.

Question no. 50

Ref: Annex 3 Price table Price Element P.1.2. We have noticed in the new version of the Price Table dated 12 February 2016 that DG TAXUD has indicated a value of 1% in cell K99. In the previous version of the table, this cell was left empty, to be filled in by the tenderer. Could you please confirm the value of 1% mentioned in the new version of the Price Table is indicative only, and that the tenderer can provide its own estimation.

Reply

We confirm that this is an error. A new version of the price table with an empty cell K99 has been published on the website, "Questions & Answers" section (URL on page 1 of this note).

Question no. 51

Ref: Annex 2a - Technical Annex - Chapter 10 - GQI_TO and GQI_HO. At section 10.10.53, SQI_053 defines the Direct Liquidated Damages in case of delay for the Takeover. This SQI specifies that this SQI "Measures the delay in completing the Takeover within the foreseen Takeover period of maximum 6 months".

This duration of 6 months seems in contradiction with the milestones (T0, T1, T2, T3, T4) and total duration (15 months) defined at § 4.2.11.1 "Takeover" .

At section 10.10.53, the Direct Liquidated Damages are defined: "For the Takeover of the ITSM2 Lot 1 activities, each month of delay will induce €100.000 liquidated damage up to a maximum of 6 months (€ 600.000)".

At section 10.12.1, it is confirmed that SQI-053 will be used to calculate the Direct Liquidated Damages that may be applied in case of delay for the takeover.

However, at section 10.12.3, the GQI_TO used a different approach to calculate the potential Direct Liquidated Damages, making a distinction between the ITSM activities and the CCN operations and resulting to potential Direct Liquidated Damages of 200.000,- EUR per month (up to a maximum of 6 months).

Please could you confirm:

(1) the duration that will be used as reference for SQI-053 is 15 months

(2) the CCN operations are integrated part of the ITSM2 Lot1 activities and that, consequently, the potential Direct Liquidated Damages are 100.000,- EUR per month (up to a maximum of 6 months).

Except error from our side, there are no SQI similar to SQI-053 describing the Service Quality Indicator related to the Handover.

At section 10.12.3, GQI_HO specifies the Direct Liquidated Damages of the Handover, but it does not define how GQI_HO is defined or measured. .

(3) Please could you specify how GQI_HO is defined or measured and what are the related quality indicator's target and limit.

Reply

(1) We confirm that the duration that will be used as reference for SQI-053 is 15 months. The SQI description in the table in section 10.10.53 in annex2a should read: "*Measures the delay in completing the Takeover within the foreseen Takeover period.*"

(2) We confirm that the CCN operations are integrated part of the ITSM2 Lot1 activities and that, consequently, the potential Direct Liquidated Damages are 100.000,- EUR per month (up to a maximum of 6 months).

The second paragraph describing the consequences of the GQI_<-1 related the takeover of CCN operations in page 167 of annex 2a must be removed

(3) The SQI-53 will apply, mutatis mutandis to the Hand Over and used to calculate the GQI_HO.

A new version of annex 2a – Technical Annex has been published on the website, "Questions & Answers" section (URL at page 1 of the current note).

Question no. 52

With reference to the Q&A posted on the 12 February, we consider that the remaining time for submission of our proposal is too short and we would need additional time to develop properly our offer. Our intent is to be able to provide you with the best possible proposal for this critical contract. Because of the clarification communicated for question 20, and having clearly identified the scope of services by the future ITMS III Lot1 service provider, we will be able to create a proposal with more knowledge, giving the current provider less advantages. For this we need to:

– Update several documents in our proposition

– Understand and transpose the service requirements as defined in the new published document in our delivery organization.

– Define the best partnership with the CCN crypto provider in order to quote and integrate the maintenance in our overall proposal. Related to this, would it be possible to point in detail the information available in the baseline documents as regards to the CCN crypto to be maintained. We are looking for information like the year of installation, the level of the current contract, the description of the services in scope, …

Taking also into account:

– the replies to the questions received from 29/01/2016 up to 09/02/2016 (questions 15 to 32),

– the update on two documents (Annex 2a and Annex 3),

– and also the distribution of a new document referring to “Commission decision on security of information systems

we hope that you will be able to accommodate this request for extension in your overall planning.

Reply

In reference to the request for extension please refer to the reply to question 24. Please also take note that:

- the answer provided to Q20 is only a clarification and does not justify an extension.
- the updates to annex 2a and annex 3 are minor and do not justify an extension.
- The distributed document on “Commission decision on security of information systems" was already referred to as applicable document in the baseline (see for example document ITS-1POL-Security policy v1.00 EN.pdf in the baseline).

With respect to the specific information requested on the encryption devices, they have all been deployed in 2008/09. A complete list has been published in the "Questions and Answers" section on the website (URL at page 1 of this note).

The deadline for deposit of offers remains unchanged.