



EUROPEAN COMMISSION
DIRECTORATE-GENERAL
TAXATION AND CUSTOMS UNION
Resources
The Director

Brussels, **01 OCT. 2011**
TAXUD-R1/TA (2011) 1123010

Dear Sir/Madam,

**Subject: Open Invitation to Tender n° TAXUD/2010/AO-13 (ITSM2)
Provision of services to cover IT service management for the IT systems
(ITSM2)**

1. This is the invitation to tender for the above-mentioned framework contract. The detailed tender documents are contained in the files published with this letter on the website of the Directorate General for Taxation and Customs Union, at the URL address:

http://ec.europa.eu/taxation_customs/common/tenders_grants/tenders/index_en.htm

2. If you are interested in this contract, you should submit a tender in triplicate in one of the official languages of the European Union.
3. Tenders must be sent either:
 - (a) by registered mail, posted **no later than 27 January 2012**, the date stamp being taken as evidence of posting, to the following address:

European Commission
Directorate-General Taxation and Customs Union
Unit R1, "Finances and Human Resources"
For the attention of Mr Jean-Louis Vergnolle (J79 6/40)
Avenue du Bourget 1
B-1140 Evere
Belgium

(b) or by delivery, (by the tenderer or an authorised representative or private courier service), **no later than 16.00 hours on 27 January 2012**, at the following address:

European Commission,
Directorate-General Taxation and Customs Union
Unit R1, "Finances and Human Resources"
For the attention of Mr Jean-Louis Vergnolle (J79 6/40)
Avenue du Bourget 1
B-1140 Evere
Belgium

in which case a receipt must be obtained as proof of submission, signed and dated by the official in the Commission's central mail department who took delivery. The department is open from 08.00 to 17.00 Monday to Thursday, and from 08.00 to 16.00 on Fridays. It is closed on Saturdays, Sundays and Commission holidays.

4. Tenders must be placed inside two sealed envelopes. The inner envelope, addressed to the department indicated in the invitation to tender, should be marked as follows:

**"Invitation to tender - not to be opened by the internal mail department".
Call for tenders (open procedure) TAXUD/2010/AO-13 - Provision of services to cover IT service management for the IT systems (ITSM2)**

Tender presented by: (*Name of the company*)

If self-adhesive envelopes are used, they must be sealed with adhesive tape and the sender must sign across this tape.

The inner envelope must also contain two sealed envelopes, one containing the technical specifications and the other the financial bid. Each of these envelopes must clearly indicate the content ("Technical" and "Financial").

5. The tendering specifications, listing all the documents that must be produced in order to tender, including supporting evidence of economic, financial, technical and professional capacity, and the draft contract are attached.
6. Tenders must be:
 - signed by the tenderer or his duly authorised representative;
 - perfectly legible so that there can be no doubt as to words and figures;
7. The period of validity of the tender, during which tenderers may not modify the terms of their tenders in any respect is 12 months from the final date for submission.
8. Submission of a tender implies acceptance of all the terms and conditions set out in this invitation to tender, in the specification and in the draft contract and, where appropriate, waiver of the tenderer's own general or specific terms and conditions. This acceptance is binding on the tenderer to whom the contract is awarded for the duration of the contract.

9. Contacts between the contracting authority and tenderers are prohibited throughout the procedure save in exceptional circumstances and under the following conditions only:

- Before the final date for submission of tenders:

* At the request of the tenderer, the contracting authority may provide additional information solely for the purpose of clarifying the nature of the contract.

Any requests for additional information must be made in writing only to:

European Commission
Directorate-General Taxation and Customs Union
Unit R1, "Finances and Human Resources"
For the attention of Mr Jean-Louis Vergnolle (J79 6/40)
Avenue du Bourget 1
B-1140 Evere
Belgium

Fax: +32-2-299 54 44

e-mail: TAXUD-Tenders@ec.europa.eu

Replies to requests for additional information will not be sent directly to the person making the request. They will be published on the website of the DG for Taxation and Customs Union, at the URL address indicated in paragraph 1 of this letter. Interested tenderers are therefore invited to monitor this site regularly during the course of the tender procedure. Requests for additional information received less than five working days before the final date for submission of tenders will not be processed.

* The Commission may, on its own initiative, inform interested parties of any error, inaccuracy, omission or any other clerical error in the text of the call for tenders.

* Any additional information including that referred to above will be posted on the website of the DG for Taxation and Customs Union, at the URL address indicated in section 1 of this letter.

- After the opening of tenders

* If clarification is required or if obvious clerical errors in the tender need to be corrected, the contracting authority may contact the tenderer provided the terms of the tender are not modified as a result.

10. This invitation to tender is in no way binding on the Commission. The Commission's contractual obligation commences only upon signature of the contract with the successful tenderer.

11. Up to the point of signature, the contracting authority may either abandon the procurement or cancel the award procedure, without the candidates or tenderers being entitled to claim any compensation. This decision must be substantiated and the candidates or tenderers notified.

12. Once the Commission has opened the tender, the document shall become the property of the Commission and it shall be treated confidentially.
13. You will be informed whether or not your tender has been accepted.
14. If your offer includes subcontracting, it is recommended that contractual arrangements with subcontractors include mediation as a method of dispute resolution.
15. If processing your reply to the invitation to tender involves the recording and processing of personal data (such as your name, address and CV), such data will be processed pursuant to Regulation (EC) No 45/2001 on the protection of individuals with regard to the processing of personal data by the Community institutions and bodies and on the free movement of such data. Unless indicated otherwise, your replies to the questions and any personal data requested are required to evaluate your tender in accordance with the specifications of the invitation to tender and will be processed solely for that purpose by the Unit for Finances and Human Resources of the Directorate General for Taxation and Customs Union. Details concerning the processing of your personal data are available on the privacy statement at:
http://ec.europa.eu/dataprotectionofficer/privacystatement_publicprocurement_en.pdf.
16. Your personal data may be registered in the Early Warning System (EWS) only or both in the EWS and Central Exclusion Database (CED) by the Accounting Officer of the Commission, should you be in one of the situations mentioned in:
 - the Commission Decision 2008/969 of 16.12.2008 on the Early Warning System (for more information see the Privacy Statement on http://ec.europa.eu/budget/contracts_grants/info_contracts/legal_entities/legal_entities_en.cfm),
or
 - the Commission Regulation 2008/1302 of 17.12.2008 on the Central Exclusion Database (for more information see the Privacy Statement on http://ec.europa.eu/budget/explained/management/protecting/protect_en.cfm#BDCE)

Yours faithfully,



M. de Graaff

Appendix

Tendering Specifications and its annexes:

Annex I: Questionnaire
Annex I.A: Lot 1: Questionnaire
Annex I.B: Lot 2: Questionnaire
Annex I.C: Lot 3: Questionnaire

Annex II: Service Requirements:
Annex II.A: Lot 1: Technical Specifications:
- II.A.1 - "As is description"
- II.A.2 - "To be definition"
Annex II.B: Lot 2: technical Specifications:
- II.B.1 - Terms of Reference
- II.B.2 - Technical annex
Annex II.C: Lot 3: Technical Specifications

Annex III: Price Table
Annex III.A: Lot 1: Price Table
Annex III.B: Lot 2: Price Table
Annex III.C: Lot 3: Price Table

Annex IV: Guidebook for tenderers

Annex V: Bona fide statement

Annex VI: declaration on confidentiality and no conflict of interest

Annex VII: Legal Entity form

Annex VIII: Financial Identification Form

Annex IX: Non-Disclosure Declaration

Annex X Model Framework Contract
Annex X.A: Part I & II Special Conditions & General Conditions
Annex X.B: Part III General terms and conditions for IT service contracts
Annex X.C: Reimbursement of travel and subsistence expenses
Annex X.D: Model Specific contract
Annex X.E: Model Power of Attorney

Annex XI: Baseline