EUROPEAN COMMISSION
DIRECTORATE-GENERAL
TAXATION AND CUSTOMS UNION
Indirect Taxation and Tax Administration
Taxation, Systems & IT Compliance

Brussels,
taxud.r.1(2016)6140789

Subject: **Call for tenders TAXUD/2016/AO-01 – replies to questions**

Dear Madam, Dear Sir,

Enclosed you will find the reply to the questions received from 22/09/2016 to 28/09/2016 (questions 11 to 12).

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/calls-tenders-grants-calls-expression-interest/calls-tenders/taxud2016ao01_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)3948421 date 27/07/2016) 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 **29/09/2016**, will not be processed.

Yours sincerely,

(e-signed)
Theodoros Vassiliadis
Head of Unit

Question no. 1

In the document « Tendering specs », section 3 « ITSM3 TES specifications », 5th bullet mentions a baseline or Annex 10. Could you please provide us this document or the link to this document?

Reply

Annex 10 is not a document on itself but refers to the baselines as explained in section 2 "Reference documents" (page 9 of 44) of the Terms of Reference (Annex 2b of the Tendering Specifications).

Question no. 2

With reference to a1_questionnaire, section 4.2.1 Client References, page 14 of 35 the following is mentioned: "These references should be for different customers, other than European Commission, and for services performed at the premises of the tenderer." Our understanding is that Tenderers can include only one (1) client reference (out of the minimum 3 and maximum 5 requested) for the European Commission that is making use of services similar to the service requirements of this call for tenders. Could you please confirm our understanding?

Reply

These references should be for different customers **other than** the European Commission.

Question no. 3

With reference to 'a1_questionnaire',section 4.2.3 Service and Project References, two projects of implementation of a reporting infrastructure making available a set of reports to different user communities, each done for a different customer are requested. Our understanding is that a project of implementation of a similar reporting infrastructure which is currently under evolutive maintenance is acceptable. Could you please confirm our understanding?

Reply

Your understanding is correct for as long as you managed the implementation of this reporting infrastructure.

Question no. 4

Concerning the Client References of section 4.2.1 and Service and Project References of section 4.2.3 of the questionnaire?

(a) Please confirm that the three to five client references of which contacts of customers are requested should be for different customers other than European Commission (departments as listed in http://ec.europa.eu/about/ds_en.htm) and for services performed at the premises of the tenderer, but contracts for other European entities (e.g. European Parliament, European Court of Justice, etc) are accepted.

(b) Please confirm that the three to five service contracts of which a Service Reference Form (SRF) is requested in section 4.2.3 are not necessarily the same as the three to

five contracts of section 4.2.1 of which the contact details of the customer are requested.

(c)   If (b) is confirmed, please confirm also that the three to five SRFs of 4.2.3 can include references executed for different customers not excluding the European Commission and other European entities (departments, divisions, directorates, etc are regarded as the same customer)

(d)   Please confirm that the two projects of implementation of a reporting infrastructure (PRFs) each done for a different customer (departments, divisions, directorates, etc are regarded as the same customer) can include PRFs from the European Commission and/or other European entities.

Reply

(a)   We confirm your understanding.

(b)   We do not confirm your understanding. The table in Section 4.2.3 clearly states that SRFs have to be provided "For each of the three to five service contracts mentioned in Section 4.2.1"

(c)   We do not confirm your understanding. Please see answer to question b).

(d)   We confirm your understanding.

Question no. 5

In the beginning of section 4 of the questionnaire you write: "In case of a joint offer, this section has to be completed on behalf of the tendering group" Please confirm that if the tendering group is a consortium, section 4.3.1 has to be completed for each company of the consortium separately.

Reply

We confirm that the entire section 4.3 (therefore including 4.3.1) has to be completed only once on behalf of the tendering group.

Question no. 6

We note that in chapter 6.2.2 of the "Annex 02 - Tor" is written :

6.2.2 TBP/IS-CS - CONTINUOUS SERVICES

They cover the whole of the Continuous Services listed in the 'TBPIS-CS' sheet of the price table. The tenderer must specify its price for Continuous Services, in the 'TBPIS-CS Pricing' sheet as a sum of:

- a flat rate per quarter, and

- a set of quantity (metric) per quarter multiplied by an associated unit price.

We note also that in the pricing sheet – sheet "TBPIS-CS" all services and deliverables can be found. When we look in the tab 'TBPIS-CS Pricing', we cannot find the place to put the price (per quarter or per quantity) for the following services/deliverables.

Work Package	Present in TBPIS-CS but NOT in TBPIS-CS pricing, TBP neither TBPIS-MGNT					
3.8.2 Web mastering the portals for each TES system community	SE.3.8.2.1					
3.8.3 Specimen Management System support	SE.3.8.3.1	SE.3.8.3.2	DLV.3.8.3.3			
4.1.1 IT governance support	SE.4.1.1.1					
4.1.2 IT Collaboration	SE.4.1.2.1					
4.1.3 Capacity Management of the TES	SE.4.1.3.1	DLV.4.1.3.2				
4.1.4 Availability Management of the TES	SE.4.1.4.1					
4.2.1 TES Monthly Consolidated Plan Maintenance	SE.4.2.1.1	DLV.4.2.1.2				
4.2.2 ITOP Weekly operational planning	SE.4.2.2.1					
4.2.3 TES Progress and Status reporting	SE.4.2.3.1	DLV.4.2.3.2				
4.2.4 Risk Management on TES	DLV.4.2.4.1					
4.3.1 Service Level Management	SE.4.3.1	DLV.4.3.1.1				
4.3.2 Maintain, monitor and report on the Service Catalogues and SLA between the Commission and its customers/users	DLV.4.3.2.1					
4.3.3 Periodic survey of each of the Nas	SE.4.3.3.1	DLV.4.3.3.2	DLV.4.3.3.3	DLV.4.3.3.4		
4.3.4 Periodic survey of DG TAXUD roles	SE.4.3.4.1	DLV.4.3.4.2	DLV.4.3.4.3	DLV.4.3.4.4		
4.5.2 Service Monthly Meetings (SMM)	SE.4.5.2.1	DLV.4.5.2.2	DLV.4.5.2.3	DLV.4.5.2.4		
5.1.2 Security Management of Trans-European Systems	SE.5.1.2.1	DLV.5.1.2.2				
5.2.1 Service Continuity Management and Disaster Recovery of Contractor's services	SE.5.2.1.1	DLV.5.2.1.3	DLV.5.2.1.4	DLV.5.2.1.5	DLV.5.2.1.6	DLV.5.2.1.6.x
5.2.2 Service Continuity Management and Disaster Recovery of Trans-European Systems	SE.5.2.2.1	DLV.5.2.2.3				

Can it please be clarified where we have to enter in the 'TBPIS-CS Pricing' sheet the price for the services and deliverables listed in the above table?

Reply

There is no exact one-to-one mapping between the services and deliverables identified in the 'TBPIS-CS' sheet and the continuous services parameters of the 'TBPIS-CS Pricing' sheet. Depending on the organisation the tenderer intends to put in place, the price of the continuous services can be split between:

- a fixed price cost which can be encoded as a quarterly flat rate (first line in the 'TBPIS-CS Pricing' sheet),

- a variable cost which can be encoded in one or more other parameters of the 'TBPIS-CS Pricing' sheet.

For instance, the cost of "Capacity management of the TES" could impact price elements "flat rate" and "# TES releases in operation".

The values of the continuous services parameters are set per Specific Contract (refer to **WP.0.2 – Production of proposals for Request for Offers (RfO)**) based:

- On the measurements of the previous period (available in the Monthly Service Reports);

- On the assumptions of the next one.

During the lifetime of a Specific Contract, the price of the continuous services is fixed; regardless of the actual consumptions.

Question no. 7

We noted that the first sheet "TBP" in the a3_price_table.xlsx file contains Work Packages and related deliverables that cannot be found or have a different ID in the Technical Annex.

Can it be clarified if the WP.6 items as present in the technical annex should be the ones present in the pricing sheet?

Work Package (in "TBP" in *a3_price_table.xlsx*)	DLV		WP (in *a2_technical.pdf*)	DLV (in *a2_technical.pdf*)
WP.6.1 Specification deliverables, as per TEMPO; Costs include the period of guarantee as specified in the contract	DLV.6.1		WP.6.1 – SPECIFICATIONS	DLV.6.1.1
				DLV.6.1.2.x
WP.6.2 Deliverables related to Design, Build & Deployment support, as per TEMPO; Costs include the period of guarantee as specified in the contract	DLV.6.2		WP.6.2 – DESIGN, BUILD AND DEPLOYMENT	DLV.6.2.1
				DLV.6.2.2.x
WP.6.3 Deployment of TESM tools	DLV.6.3		WP.3.3 – **Deployment of** IT Services and **TESM tools**	...
not found			WP.6.3 – **CORRECTIVE MAINTENANCE**	SE.6.3.1
				DLV.6.3.2
WP.6.4 Acceptance Testing of TESM tools	DLV.6.4		not found (but apparently covered in the text of WP.6.2 and/or WP.3.3)	
WP.6.5 Operation of the TESM tools	DLV.6.5		**WP.6.4** – OPERATIONS OF TESM TOOLS	SE.6.4.1
				DLV.6.4.2
WP.6.6 Technical support	DLV.6.6		not found	

Reply

We confirm there are some clerical mistakes. Annex 3 "Price Table" has been updated to align the price elements with the description of the Services and Deliverables of the Technical Annex. Please note that WP.3.3 quoted in your example is dedicated to IT services and TESM tools which are not developed by the **ITSM3 TES** contractor but by another one (ITSM3 Operations, xDEV, DIGIT…).

A new version of Annex 3 Price Table has been published on the website indicated on page 1 of the present letter (section "Questions & Answers").

Question no. 8

In the document a3-price table.xls, with regard to SE 4.5.4.3. Could you please let us know what is the average length of a workshop, as differences in size/length may highly impact the data we will provide you with?

Reply

The length of a training/workshop varies between 1 and 3 man-days with 1.5 man-days on average.

Question no. 9

With regard to a3-price table, concerning SE 4.2.1– MCP Maintenance per business thread, DLV 4.2.1 Monthly Consolidated Plan (and all its views as defined in WP.4.2.1) per business thread, SE 4.2.2 ITOP Update per business thread. In the Technical Annex it is mentioned that there are 6 business threads, while the a3-price table asks for 4 Business Threads. Is this an error?

Reply

We confirm a clerical mistake. Six (6) business threads are described in the Technical Annex, but only 5 of them will be active at the beginning of the framework contract. The business thread "Recovery of Claims" will remain inactive as long as no TES and/or no ITS are implemented for this business thread (there is no project identified for the time being).

Annex 3 – Price Table has been corrected accordingly (Sheet 'TBPIS-CS Pricing', price element "Business Thread" has been set to 5 instead of 4).

A new version of Annex 3 Price Table has been published on the website indicated on page 1 of the present letter (section "Questions & Answers").

Question no. 10

With reference to the questionnaire, part 4.3.2 Manpower, we read " *(1) Staff with a personal contractual relationship with a company...shall only be quoted as non-permanent staff.*" In case we intent to include freelancers under the non-permanent staff in these staffing tables, can you please clarify whether we also need to provide a letter of intent for each of these freelancers and add them in the Subcontractor list as it is referred in the questionnaire (subcontractor – freelancer 1, subcontractor – freelancer 2, etc)?

Reply

As indicated in the Questionnaire, freelancers do qualify as subcontractors, therefore, a letter of intent is indeed required.

Question no. 11

With reference to questionnaire, *section 1 Questions relating to the identification of the Tenderer*, apart from the information provided in this form, each company needs also to provide a Legal Entity form, a Financial Identification form and a Power of Attorney (where applicable). However, in Guidebook for tenders, part *6.4.3.*, bullet point (3) refers that the financial identification form, the legal entity form and the "power of attorney" need to be provided as "Elements to be separated from the rest of the offer". Our understanding is that these 3 forms (the Legal Entity form, Financial Identification form and the Power of Attorney) should be not be provided in a separate envelope but in the main one, named "Technical" which will also include everything except from the financial offer. Can you please confirm our understanding?

Reply

We confirm your understanding.

Question no. 12

In relation to the presentation and the packaging of the offer, our understanding is that the whole questionnaire, including *section 6 Financial Evaluation*, should be placed in the main envelope named "Technical" and only the a3_price_table.xlsx should be placed in a separate envelope which will be named " Financial". Can you please confirm?

Reply

We confirm your understanding.

Notice from the Contracting Authority concerning the procurement documents

Please note that the following changes (mainly corrections/clarifications) have been introduced in a new version of Annex 2a Technical Annex which has been published

on the website indicated on page 1 of the present letter (section "Question & Answers") :

7.1.2 WP.0.2 – PRODUCTION OF PROPOSALS FOR REQUEST FOR OFFERS (RFO)

The following sentence is added:

During the lifetime of a Specific Contract, the price of the continuous services is fixed regardless of the actual consumptions.

7.1.4.2 WP.0.4.2 – Demand Management for IT Services

*The additional quantities required will be ordered by an On-Demand Request for Action (RfA). When all quantities are consumed or upon request of the **DG TAXUD** to close the RfA, the **ITSM3 TES** contractor shall provide a Closure report. This Closure report shall state the total units ordered, consumed, and remaining.*

Is reformulated:

*The additional quantities required will be ordered by **DG TAXUD** to **ITSM3 Operations** contractor (or other supplier of the Commission). When all quantities are consumed or upon request of the DG TAXUD, the ITSM3 TES contractor shall provide a Closure report. This Closure report shall state the total units requested, delivered, and remaining.*

7.4.2.2 WP.3.2.2 – Functional and Technical Support of the NAs

SE.3.2.2.1	Functional and Technical Support of the NAs	SQI13

Is replaced by:

SE.3.2.2.1	Functional and Technical Support of the NAs	SQI13 **SQI14**

7.4.2.3 WP.3.2.3 – Conformance Testing

DLV.3.2.3.3.y	Conformance Test, covering all CT modes • Pre-Conformance Test report per NA preCT (y=1) • Conformance Test report per NA CT (y=2) • Conformance Test campaign report (y=3) • Weekly CT progress Dashboard with dedicated Risk Register (y=4)	SQI01r SQI01a SQI02

Is replaced by:

DLV.3.2.3.3.y	Conformance Test, covering all CT modes • Pre-Conformance Test report per NA preCT (y=1) • Conformance Test report per NA CT (y=2) • Conformance Test campaign report (y=3) • Weekly CT progress Dashboard with dedicated Risk Register (y=4)	SQI01r SQI01a **for 1,2,3** SQI02 **for 4**

7.4.3.5 WP.3.3.5 – FT - Functional Testing

DLV.3.3.5.2.x	Functional testing • Addendum to the test plan and test specifications (x=0) • Comprehensive functional test report (x=1); • Functional qualification report (x=2)	SQI01r SQI01a SQI02

	• Daily status report (x=3)	

Is replaced by:

	Functional testing	SQI01r
DLV.3.3.5.2.x	• Addendum to the test plan and test specifications (x=0)	SQI01a
	• Comprehensive functional test report (x=1)	**for 0,1,2**
	• Functional qualification report (x=2)	
	• Daily status report (x=3)	SQI02
		for 3

7.4.7.3 WP.3.7.3 – Problem Management

		SQI24
SE.3.7.3.1	Problem management, including ensuring integrity of the SMT/CMDB from a problem perspective	SQI26a
		SQI26b
		SQI13

Is replaced by:

		SQI24
		SQI25c
SE.3.7.3.1	Problem management, including ensuring integrity of the SMT/CMDB from a problem perspective	**SQI25d**
		SQI26a
		SQI26b
		SQI13

7.4.7.6 WP.3.7.6 – Technical support for TES

Ad hoc support

*Any technical support to a user of **ITSM3 TES** falling in the scope of **ITSM3 TES** but not included in the previous provision must be addressed only at the request of the Commission or after the approval of the Commission.*

Is reformulated:

Ad hoc support

*Any technical support to a user of **ITSM3 TES** falling in the scope of **ITSM3 TES** but not included in the previous provision must be addressed after the approval of the Commission **and may lead to a Request for Action under WP.7 – Other deliverables and services in the scope of the contract.***

And

	On-site technical support including:	
	• Deliver the agenda	
SE.3.7.6.2	• Preparation of the on-site support material	SQI13
	• Performance	SQI14
	• Mission report	
SE.3.7.6.3	Ad-hoc support	SQI13
		SQI14

Is replaced by:

	On-site technical support including:	
SE.3.7.6.2	• Deliver the agenda **(DLV.4.5.3.3)**	SQI13
	• Preparation of the on-site support material **(DLV.4.5.3.2)**	SQI14

	• Mission report **(DLV.4.5.3.5)**	
SE.3.7.6.3	Ad-hoc support	SQI13 SQI14 **As per RfA**

7.4.8.4 WP.3.8.4 – Processing of statistical information coming from the Member States

The following deliverable is added (also added in TPB-CS of the Annex 3 – Price Table)

Deliverable Id	Deliverable Name	SQI
DLV.3.8.4.1.x	NAs periodic Statistical Report	SQI01r SQI01a

7.5.1.3 WP.4.1.3 – Capacity Management of the TES

DLV.4.1.3.2	Monthly Service Report – Capacity statistics	SQI28

Is replaced by:

DLV.4.1.3.2	Monthly Service Report – Capacity statistics	**SQI06r SQI06a**

7.5.1.4 WP.4.1.4 – Availability Management of the TES

DLV.4.1.4.2	Monthly Service Report – Availability	SQI28

Is replaced by:

DLV.4.1.4.2	Monthly Service Report – Availability	**SQI06r SQI06a**

7.5.3.5 WP.4.3.5 – Monitor and report on contractual OLA

SE.4.3.5.1	Monitor and report on contractual OLA	SQI32

Is replaced by:

SE.4.3.5.1	Monitor and report on contractual OLA	**SQI13** SQI32

7.5.5.3 WP.4.5.3 – Co-ordination Missions

DLV.4.5.3.2	Co-ordination Mission – Preparation of material	SQI01r SQI01a

Is replaced by:

DLV.4.5.3.2	Co-ordination Mission – Preparation material	SQI01r SQI01a

7.5.5.4 WP.4.5.4 – Trainings / Workshops

SE.4.5.4.5	Webinar – Platform	SQI13

Is replaced by:

SE.4.5.4.5	Webinar – **Performance &** Platform	SQI13

7.6.1.1 WP.5.1.1 – Security Management of Contractor's services

DLV.5.1.1.3	Initial security plan for the services delivered by the **ITSM3 TES** contractor, addressing Risk Assessment and Analysis, Security Policy, Security Controls, Security process (Bundled with DLV.1.1.3.2.x)	SQI01r SQI01a
DLV.5.1.1.4	Maintenance version of the security plan for the services delivered by the **ITSM3 TES** contractor, addressing Risk Assessment and Analysis, Security Policy, Security Controls, Security process	SQI10a SQI10b

Is replaced by:

DLV.5.1.1.3	Initial security plan for the services delivered by the **ITSM3 TES** contractor, addressing Risk Assessment and Analysis, Security Policy, Security Controls, Security process (Bundled with DLV.1.1.3.2.x)	**SQI07**
DLV.5.1.1.4	Maintenance version of the security plan for the services delivered by the **ITSM3 TES** contractor, addressing Risk Assessment and Analysis, Security Policy, Security Controls, Security process	SQI**01r** SQI**01a**

7.6.1.2 WP.5.1.2 – Security Management of Trans-European Systems

DLV.5.1.1.2	Monthly service report regarding Security of TES (Annexed to the MSR)	SQI06r SQI06a

Is replaced by:

DLV.5.1.**2**.2	Monthly service report regarding Security of TES (Annexed to the MSR)	SQI06r SQI06a

7.6.2.1 WP.5.2.1 – Service Continuity Management and Disaster Recovery of Contractor's services

DLV.5.2.1.4	Initial Business Continuity Plan (BCP) for the services delivered by the **ITSM3 TES** contractor, including risk analysis and Disaster Recovery Plan (DRP) (Bundled with DLV.1.1.3.2.x)	SQI01r SQI01a

Is replaced by:

DLV.5.2.1.4	Initial Business Continuity Plan (BCP) for the services delivered by the **ITSM3 TES** contractor, including risk analysis and Disaster Recovery Plan (DRP) (Bundled with DLV.1.1.3.2.x)	**SQI07**

Section **8.6** is modified as follows (changes are highlighted in red, underlined and bold) :

"Team members involved in the project may be required to undertake missions in the Member States and in the Candidate Countries/Third Countries to assist Commission officials in their tasks, or to attend meetings and workshops abroad.

The **ITSM3 TES** contractor's travel and subsistence expenses for the missions to the Commission premises (Brussels and Luxembourg, including DG TAXUD Data Centres) are to be included in the Fixed Price elements. This is also the case for all training sessions in the context of Takeover and Handover **regardless of their location (DG TAXUD or contractor premises)**.

Travel and subsistence expenses for **all other missions** will be reimbursed and calculated according to the rules specified in the FWC. The Commission will quote the costs of such missions in a separate fixed budgetary provision. The **ITSM3 TES** contractor has to report on the consumption of travel and subsistence budget in the MPR. All travel requests and missions put by the contractor have to be authorised by DG TAXUD prior to travelling. A mission/travel request authorisation process shall be put in place."

11.3 List of Deliverables

The list of deliverables has been updated according to the description or services/deliverables in the Work Packages above. In case of inconsistency, the description in the Work Package shall always prevail.