



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

Brussels,  
taxud.r.1(2016)7000245

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

Dear Madam, Dear Sir,

Enclosed you will find the replies to the questions received from 28/10/2016 up to 16/11/2016 (questions 19 to 30).

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

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

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

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

Yours faithfully,

Paul-Hervé Theunissen  
Head of Unit

**Question no. 1**

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

**Reply**

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

**Question no. 2**

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

**Reply**

See the reply to Question 1

**Question no. 3**

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

**Reply**

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

**Question no. 4**

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

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

EN :

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

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

## Reply

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

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

EN :

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

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

## Question no. 5

We would like to consider a subcontractor from a country which is a non GPA member.

- (1) What is the max percentage of the extramuros work which we can consider for a subcontractor from a non GPA member country in order to be compliant with the tender rules ?
- (2) Are we obliged to provide any proof regarding social standards for a subcontractor from a non GPA country in the call for tender ?

## Reply

- (1) There is no maximum percentage. However, the use of subcontractors from countries which are non GPA member cannot be used as a way to de facto bypass the rules set out in the Agreement on Government Procurement (GPA agreement under the umbrella of the WTO agreement). Please also refer to Article II.10 of the model contract (Annex 9 of the procurement documents).
- (2) No. However, as indicated in the Questionnaire (Annex 1 of the procurement documents) :
  - subcontractors must submit a letter of intent to collaborate as subcontractor(s) in the call for tenders (page 3 of Annex 1 Questionnaire)
  - subcontractors must complete section 1.3 of the Questionnaire
  - contractors and subcontractors must complete and sign Annex 5 "Declaration on honour on exclusion criteria and selection criteria" which includes –

amongst others - the respect of obligations relating to the payment of social security contributions.

Please also refer to Article II.10 of the model contract (Annex 9 of the procurement documents).

**Question no. 6**

In the baseline document called “Annex 10 Baseline”, you present documents available on CIRCABC concerning project descriptions of DG TAXUD. Is it possible to have access to these documents, and if yes, could you provide us with the link on CIRCABC?

**Reply**

Access to the Baseline is specified in the Technical Annex, Section 2.1. References, on page 21, under the title 'The Baseline (BL)'.

**Question no. 7**

In Annex 1 Questionnaire, p. 20, questions related to Quality assurance and control mechanism: Question number 4.6.3 is a table concerning ISO standards, question 4.6.4 presents Maturity level. Within and related to this Maturity level question, 4.6.4.1 asks to precise quality procedures with regard to EN29000, quality management. Is this numbering/structure correct, or should this question rather go under 4.6.3?

**Reply**

In order to make it clearer, Section 4.6 "Quality assurance and control mechanisms" of Annex 1 – Questionnaire has been rewritten as follows:

**4.6 Quality assurance and control mechanisms**

(In case of a joint offer, the required information should be provided for each company.)

*4.6.1. Compliance with ISO standards or equivalent*

Have you provided certificates of compliance for each of the relevant organisational entities that you propose to be involved in the delivery and service provision for this contract:	Yes/No	
ISO standard (or equivalent, to be specified)	Yes/No	Reference:
ISO 20000-2:2005		
ISO 27001.2005		
ISO 27002.2005		
ISO 9000		
Others (add as necessary)		

#### 4.6.2 Maturity level

<ul style="list-style-type: none"> <li>• Have you provided a recent and dated report of maturity scan/measurement of the processes of relevance for the deliverable and services provision for this contract ?</li> </ul>	Yes/No	Reference:
<ul style="list-style-type: none"> <li>• If yes, have you provided the reference to the method used to measure this maturity level ?</li> </ul>	Yes/No	Reference:

#### 4.6.3 Methodology

Have you provided all the elements requested in the table below? Fill accordingly the “Yes/No” and reference boxes in regard of each requested entry.

The tenderer must provide:		
<ul style="list-style-type: none"> <li>• A description of the methods and standards that he relies on to offer the services in his catalogue</li> </ul>	Yes/No	Reference:
<ul style="list-style-type: none"> <li>• A description of the processes that he relies on to offer the services in his catalogue</li> </ul>	Yes/No	Reference:
<ul style="list-style-type: none"> <li>• A description of his system for quality management, quality assurance and continuous improvement</li> </ul>	Yes/No	Reference:
<ul style="list-style-type: none"> <li>• A description of his system for risk &amp; security management</li> </ul>	Yes/No	Reference:
<ul style="list-style-type: none"> <li>• A description of the control mechanisms that he intends to put in place to ensure the quality of the services</li> </ul>	Yes/No	Reference:

Please ensure that you have provided the title and contents list of your relevant manuals.

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

#### **Question no. 8**

In Annex 1 Questionnaire, p. 19, questions related to Quality assurance and control mechanism, 4.6.1 asks to describe our procedures to ascertain the quality of the services we deliver to clients, and under 4.6.5 (p. 21) we should describe our system for quality management, quality assurance and continuous improvement. Could you precise the main differences between those two questions?

#### **Reply**

Please see the Reply to Question no7

**Question no. 9**

Annex 1 Questionnaire, Section 5 “Award Criteria”. Could you please confirm there is no maximum number of pages per question?

If yes, our understanding is that (1) Cover page and table of contents do not count towards the page limitations, and, (2) Annexes are permitted.

Could you please confirm our understanding is correct?

**Reply**

There is no limitation to the number of pages necessary to answer the questions listed in Section 5 "Award Criteria" of the Questionnaire.

**Question no. 10**

Annex 1 Questionnaire, Section 4 “Selection of the tenderer/Technical and professional capacity”. We noticed that there are several incoherence in the numbering of the questions.

For instance, in page 20, “4.6.2. Quality standards certifications” there is no question under this section. Moreover, question 4.6.4.1., regarding quality standards, is under section 4.6.4. “Maturity level”.

Could you please clarify?

**Reply**

Please see the Reply to Question no7

**Question no. 11**

In document 2016ao02\_a1\_questionnaire\_v2; question # 4.5 References in relation to similar projects/contracts (pg 18)

It is not mentioned explicitly whether this question should be answered by the tendering group or by each company.

**Reply**

In the case of a joint offer, the required information should be provided for the tendering group as a whole.

**Question no. 12**

Is the assumption correct that the amounts of 12 Euro and 6 Euro which are mentioned in the questionnaire V2 (page 12, item 4 in the table) are incorrect, and need to be €12M and €6M?

## Reply

Your assumption is correct.

In Section 3, point 4, the first sentence should read: A statement of the overall turnover and the turnover related to the scope of the contract, during each of the last three financial years, which establish that they are equal or superior to **€12M and €6M** respectively.

## Question no. 13

On page 146 of the Technical Annex Task 9.1 is mentioned as being a Fixed Price, while on page 147, it is mentioned that P.9.1 up to P.9.3 are all priced as On Demand services. Which of the 2 statements is correct?

## Reply

All tasks in Service Block 9 are priced as On-Demand Services.

Therefore section 6.9 Service Block 9: Other Deliverables and Services, on page 146 of the Technical Annex, should read:

/.../

- Task 9.1 - Trainings, Workshops and Demonstrations – (cf. Section 6.9.1.1) – **(OD)**
- Task 9.2 - Service Improvement Initiatives – (cf. Section 6.9.1.2) – **(OD)**
- Task 9.3 - Other ad hoc services and deliverables in the scope of **ITSM3 Integration** – (cf. Section 6.9.1.3) – **(OD)**

## Question no. 14

Annex 1 Questionnaire, Section 4 "Selection of the tenderer/technical and professional capacity". If a sole tenderer or a tendering group aims to provide a reference of a subcontractor, our understanding is that apart from the reference, the subcontractor has to submit only the "letter of intent", "identification of the tenderer", "Legal Entity" and "declaration on honour". Could you please confirm our understanding is correct?

## Reply

Subcontractors must submit a letter of intent to collaborate as subcontractors as specified in section 'Subcontracting' on page 3 of the Questionnaire (Annex 1 to the procurement documents).

Subcontractors also have to reply to section 1.3 'Only for subcontractors (of a sole tenderer or tendering group)' and section 2 'Exclusion of the Tenderer' as described on pages 9 to 11 of the Questionnaire (Annex 1 to the procurement documents).

## Question no. 15

The question concerns the pricing table file.

When entering a price for the hand-over (typing any number in cell G8), the Subtotal (Cell L10) and total (cell L44) amounts do not change.

Could you please clarify if the handover amount is not take into account in the financial evaluation, or if this is a clerical mistake in the Excel sheet ?

**Reply**

This is a clerical mistake.

The Hand-Over fixed fee is taken into account for the Total Budgetary Provision for Services and Deliverables.

Annex 3 Price Table has been amended accordingly and a new version has been published in the Questions & Answers" section on the website (URL indicated on page 1 of this letter).

**Question no. 16**

With reference to 3016ao02-a1-questionnaire, section 4.3.1. Tenderer's structure, *'Have you enumerated all functions in the table below which are involved in provisioning the catalogue of services covering the scope of the contract, including the ones involved in quality control and quality assurance?'*, could you please clarify what you mean with the term 'functions' ?

Do you refer to the profiles that the Tenderer will engage for the provision of the requested services or to the Tenderer's organisational divisions (as also described under the first part of the section 4.3.1- division(s) responsible for the delivery of services requested) that will assume the delivery of the services? If none of the previously mentioned are expected as a reply, could you please further clarify?

**Reply**

In this context, the term "function" refers to a specific capability and responsibility within the organisation responsible for the delivery of the requested services. An example could be: "Demand management". Profiles are to be described in section 4.4.2. 'Profile availability'.

**Question no. 17**

According to Annex II, Technical annex, page 117, task 2.2. "ITSM3 Integration provides recommendations on business continuity aspects upon request of DG TAXUD", and on page 119, according to 6.2.5 "pricing units", task 2.2. are covered by continuous services. Our understanding is that task 2.2. will be a continuous service and no on demand services (upon request) will be required. Could you please confirm our understanding is correct?

**Reply**

Your understanding is correct.

**Question no. 18**

The protected Profiles and Price table contains an error which causes the entered unit price for a Take Over not to be copied into the estimated budget column. Therefore the HandOver cost is not taken along in the total price calculation.



**Reply**

The Take Over fee is taken into account for the Total Budgetary Provision for Services and Deliverables.

See also the Reply to Question no 15.

**Question no. 19**

Could you please clarify whether ARIS methodology is used for BPM or is used for Enterprise Architecture?

**Reply**

As of today, the ARIS methodology is used mainly for BPM.

**Question no. 20**

Our understanding is that DG TAXUD will provide its own tools. Could you please confirm our understanding is correct?

- If yes, could you please confirm who will host this tools? Where are they located?
- If no, could you please confirm if licenses costs have to be included in the offer?

**Reply**

The tenderer must provide the necessary office infrastructure in its own premises for the successful execution of the tasks (see also section 9.3 'Office infrastructure' of the Technical Annex).

The tenderer is also requested to provide a collaboration platform to support the exchange of information with DG TAXUD (see also section 9.4 'Collaboration platform' of the technical Annex).

DG TAXUD does not expect the tenderer to offer any other tool.

DG TAXUD will provide the access to its own tools on an as needed basis to the contractor, at no cost.

**Question no. 21**

With regards to managing the current portfolio. Could you please provide us the list of tools that DG TAXUD is using?

**Reply**

DG TAXUD uses Excel and GOVIS2 (based upon PowerSteering) for portfolio management. The ITSM contractors use Rational Asset Manager for this purpose.

**Question no. 22**

In Section, 4: Selection of the tenderer/Technical and professional capacity:

Section 4.2 “In case of a join offer, provide the information on behalf of the tendering group”

Sections 4.3 & 4.6 “In case of a join offer, provide the information for each company”

Section 4.4 “In case of a join offer, the required information should be provided for the tendering group as a whole”

If as sole tenderer is presenting an offer with one subcontractor, our understanding is that the information requested under section 4.2., 4.4 and 4.5 has to be provided only once with the info of both consolidated (the company and the subco) but the information for section 4.3 and 4.6 the information has to be presented separately, per each company. Can you please confirm our understanding? If not, please specify

### **Reply**

Your understanding is correct.

### **Question no. 23**

Annex 1 Questionnaire, “take-over”:

Take-over is an essential part of this project, and we believe it is important to explain and show our understanding of take-over on this project. At the same time, it is our understanding that the current contractor may be benefited when answering the questions related to the status of the services to be provided. In this sense and in order to preserve a fair competition, we would like to propose to the Contracting Authority the possibility to change the way the take-over is evaluated in the technical evaluation. Our proposal is that 5.1.1 Take-Over should only be considered as top of to the technical score to those tenderers other than the current contractor.

Furthermore, and for the same exact reasons, we also understand that including the “take-over” in the financial evaluation clearly benefits the current contractor, as they may reduce to a minimum this cost. In order to offer a fair competition, we would like to exclude the cost of the take-over of the financial evaluation.

### **Reply**

Contracts are awarded on the basis of objective criteria that ensure compliance with the principles of transparency, non-discrimination and equal treatment, with a view to ensuring an objective comparison of the relative value of the tenders in order to determine, in conditions of effective competition, which tender is the most economically advantageous tender.

Furthermore, the most economically advantageous tender is not only based on non-cost criteria but assessed on the basis of the best price-quality ratio.

Therefore, the financial offer must take into account the Hand Over/Take Over Cost.

**Question no. 24**

It seems not to be possible anymore to access baseline documents on CircaBC, since the upgrade our login credentials are not accepted anymore?

**Reply**

The new generic user account for an EU-Login to access DG TAXUD's baselines on CIRCABC is:

EU login      [taxud-it-baselines@ec.europa.eu](mailto:taxud-it-baselines@ec.europa.eu)

Password      **kYn135&18G**

**Question no. 25**

Could you please describe what you understand as an OLA? Based on the specifications it seems that an OLA makes more precise and describes in more detail the contractual Specific and Global Quality Indicators of the SLA. Can you confirm our understanding is correct?

**Reply**

The contractual OLA describes the Service level agreement that DG TAXUD has with its IT Contractors in the provision of their IT services. The SLAs are Service level agreements that DG TAXUD has towards the end users (in National Administrations, Third Countries, other EU services, EU Agencies, etc.)

**Question no. 26**

Can you please specify what you understand by office automation?

**Reply**

We are aligned with the definition proposed by Wikipedia ([https://en.wikipedia.org/wiki/Office\\_automation](https://en.wikipedia.org/wiki/Office_automation)):

" Office automation refers to the varied computer machinery and software used to digitally create, collect, store, manipulate, and relay office information needed for accomplishing basic tasks. .... "

We expect the tools used by the contractor to be compatible with the tools used at DG TAXUD.

### Question no. 27

Can you please confirm if TAXUD has in place an Enterprise Architecture Repository Tool? If positive, which one??

### Reply

DG TAXUD is currently setting up an Enterprise Architecture Repository Tool based upon:

- a WIKI (Confluence);
- ARIS.

### Question no. 28

In Baseline iTSM3 Integration, 01.Service Blocks, SB05 Asset Management Support, “iTSM2-Lot3-SC06-RfA055-DRfA55 2-Evaluation report v1 00”, page 44 and page 47. There are some embedded documents but the hyperlink is not working and we can’t find the documents in the Baseline. Could you please let us know how to get this documents?



### Reply

Those documents have been uploaded in the same section, and the Asset Matrix has been updated.

### Question no. 29

We are trying to access to TEMPO and the Baseline, but since the migration of ECAS portal, we cannot log in with the credentials given in the technical annex. Now an e-mail address is required in order to access to the new CIRCACB webpage. Could you please provide us the required email address or let us know how to access to the documents?

### Reply

Please see answer to question nr 24.

**Question no. 30**

Could you please tell us the estimated date for the beginning of the contract?

**Reply**

The new contract is expected to begin on 15.05.2018.