



EUROPEAN COMMISSION
 DIRECTORATE-GENERAL
 TAXATION AND CUSTOMS UNION

Principal adviser - Harmonisation IT coordination

Brussels,
 taxud.r.1(2015)5566760

Subject: Open call for tenders TAXUD/2015/AO-03 – Provision of IT Service Management for IT systems & Infrastructure operation (ITSM3 Operations)

Dear Sir/Madam,

1. The European Commission is planning to award the contract referred to above. The procurement documents consist in the contract notice, this invitation letter, the tender specifications with their annexes and the draft contract which can be found on the website¹ of the Directorate General for Taxation and Customs Union.
2. If you are interested in this contract, you should submit a tender in one of the official languages of the European Union.
3. You must submit your tender exclusively on paper, in one original and two copies (together with an electronic copy of your tender).

The tender must be placed inside two closed envelopes addressed as indicated below. The inner envelope should be marked as follows: "CALL FOR TENDERS – NOT TO BE OPENED BY THE INTERNAL MAIL DEPARTMENT".

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

The tender must be received no later than **15/03/2016**². You must use one of the following means of submission:

Means of submission	Time limit	Evidence of dispatch	Address for delivery
Post	24:00 CET	Postmark	CALL FOR TENDERS Provision of IT Service Management for IT systems & Infrastructure operation (ITSM3 Operations) European Commission Directorate-General Taxation and

¹ http://ec.europa.eu/taxation_customs/common/tenders_grants/tenders/index_en.htm

² This is to be considered as the date on which the tenderer can no longer alter its tender

Means of submission	Time limit	Evidence of dispatch	Address for delivery
			Customs Union, R1, J-79 06/40 For the attention of Mr Stéphane Mail Fouilleul, Head of Unit B – 1049 Brussels Belgium
Courier	24:00 CET	Deposit slip of courier service	CALL FOR TENDERS Provision of IT Service Management for IT systems & Infrastructure operation (ITSM3 Operations) European Commission Directorate-General Taxation and Customs Union, R1, J-79 06/40 For the attention of Mr Stéphane Mail Fouilleul, Head of Unit Avenue du Bourget 1 B-1140 Brussels (Evere) Belgium
In person (hand delivery)	17:00 CET	Proof of receipt, signed and dated by the official in the central mail department who takes delivery	European Commission Directorate-General Taxation and Customs Union, R1, J-79 06/40 For the attention of Mr Stéphane Mail Fouilleul, Head of Unit Avenue du Bourget 1 B-1140 Brussels (Evere) Belgium

Mail can be received from 07.30 to 17.30 Monday to Fridays. The service is closed on Saturdays, Sundays and official holidays of the contracting authority.

4. Tenders must be perfectly legible so that there can be no doubt as to words and figures.
5. The period of validity of the tender, during which tenderers may not modify the terms of their tenders in any respect, is indicated in Heading IV.3.6 of the contract notice.
6. Submission of a tender implies acceptance of all the terms and conditions set out in the procurement documents and, where appropriate, waiver of the tenderer's own general or specific terms and conditions. The submitted tender is binding on the tenderer to whom the contract is awarded for the duration of the contract.
7. All costs incurred for the preparation and submission of tenders are to be borne by the tenderers and will not be reimbursed.
8. Contacts between the contracting authority and candidates or tenderers are prohibited throughout the procedure save in exceptional circumstances and under the following conditions only:

Before the date of receipt indicated in point 3:

Upon request, the contracting authority may provide additional information solely for the purpose of clarifying the procurement documents.

Any request for additional information must be made in writing only to taxud-tenders@ec.europa.eu.

The contracting authority is not bound to reply to requests for additional information received less than six working days before the date of receipt of tenders indicated in point 3.

The contracting authority may, on its own initiative, inform interested parties of any error, inaccuracy, omission or any other type of clerical error in the text of the procurement documents.

Any additional information including that referred to above will be posted on the website of the Directorate General for Taxation and Customs Union (http://ec.europa.eu/taxation_customs/common/tenders_grants/tenders/index_en.htm). The website will be updated regularly and it is your responsibility to check for updates and modifications during the submission period.

After the opening of tenders:

If obvious clerical errors in the tender need to be corrected or confirmation of a specific or technical element is necessary, the contracting authority will contact the tenderer provided this does not lead to substantial changes to the terms of the submitted tender.

9. This invitation to tender is in no way binding on the contracting authority. The contracting authority's contractual obligation commences only upon signature of the contract with the successful tenderer.
10. Up to the point of signature, the contracting authority may 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.
11. Once the contracting authority has opened the tender, it becomes its property and it shall be treated confidentially.
12. You will be informed of the outcome of this procurement procedure by e-mail only. It is your responsibility to provide a valid e-mail address together with your contact details in your tender and to check this e-mail address regularly.
13. 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 Directorate-General Taxation and Customs Union, Human Resources and Finances Unit. Details concerning the processing of your personal data are available on the privacy statement at:
http://ec.europa.eu/dataprotectionofficer/privacystatement_publicprocurement_en.pdf.

14. Your personal data may be registered in the Early Detection and Exclusion System (EDES) if you are in one of the situations mentioned in Article 106 of the Financial Regulation. For more information, see the Privacy Statement on http://ec.europa.eu/budget/explained/management/protecting/protect_en.cfm#BDCE

Yours sincerely,

(e-signed)
Max de Graaff