



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

Brussels,
taxud.r.1(2016)5271601

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 27/07/2016 to 29/08/2016 (questions 1 to 3).

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_2016_01_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(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.