



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

Brussels,
taxud.r.1(2016)7315290

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 17/11/2016 up to 31/11/2016 (questions 31 to 41).

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

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

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

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, 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, 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 whit 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 Governance 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"> 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 ? 	Yes/No	Reference:
<ul style="list-style-type: none"> If yes, have you provided the reference to the method used to measure this maturity level ? 	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"> A description of the methods and standards that he relies on to offer the services in his catalogue 	Yes/No	Reference:
<ul style="list-style-type: none"> A description of the processes that he relies on to offer the services in his catalogue 	Yes/No	Reference:
<ul style="list-style-type: none"> A description of his system for quality management, quality assurance and continuous improvement 	Yes/No	Reference:
<ul style="list-style-type: none"> A description of his system for risk & security management 	Yes/No	Reference:
<ul style="list-style-type: none"> A description of the control mechanisms that he intends to put in place to ensure the quality of the services 	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 taken 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 not 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

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):

" 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.

Question no. 31

On the Annex II 'Declaration of Confidentiality' of the General Terms and Conditions for Information Technologies contracts, reference is made to articles I.8 of the Special Conditions (communications details) and II.16 of the General Conditions (reduction in price). Unless we are mistaking, articles referred to are incorrect. May we please ask you to provide an amended document?

Reply

The correct sentence should read:

"For carrying out work governed by these agreements I, the undersigned, declare that I have read and shall comply with the security and confidentiality rules laid down in:

– Articles I.10 of the Special Conditions, II.8 of the General Conditions and III.2.2 of the General terms and conditions for Information Technologies contracts."

A new version of the framework contract has been published on the website indicated on page 1 of the present letter.

Question no. 32

Our understanding is that a second layer of subcontracting is not allowed except for free-lancers or one-person companies that can be contracted by one of the approved subcontractors. We specially refer to the legal guidance required under the RFP and for which we might be obliged to work with law-firms as subcontractor and, due to the legislation applicable in main of the European countries, attorneys working for such law firm are free-lancers. Can you please confirm our understanding is correct?

Reply

As indicated on page 4 of the Questionnaire (Annex 1 to the procurement documents), freelancers qualify as subcontractors; therefore, they cannot be added as a second layer of subcontracting. Please also refer to Article II.10.1 of the framework contract (Annex 9 of the procurement documents). Additional subcontractors can be added throughout the execution of the contract provided that the provisions of Article II.10 are respected (in particular, prior authorisation of the contracting authority).

Question no. 33

Article I.II of the Special Conditions provides a 1 month notice period which is quite short for such a long-term framework agreement. We believe a 12 months' notice period is more appropriate. Would that be acceptable?

Reply

No, all our framework contracts apply the same Special Conditions. In this respect, article I.11 of the Special Conditions applies: Either party may terminate the FWC and/or the FWC and specific contracts by sending *formal notification* to the other party with one month written notice.

Question no. 34

We understand from article II.18.4 of the General Conditions that the contracting authority may terminate, in some cases, the FWC with each member of the tendering group. Can you please clarify what then happens for the other member(s) of the tendering group? Will they still be parties to the FWC?

Reply

The other member(s) remain(s) jointly and severally liable to the contracting authority for the implementation of the FWC (please also refer to Article II.6.5 of the framework contract).

Question no. 35

Referring to the section 8.11 of the Technical Annex, we understand the liquidated damages cannot exceed 100 % of the amount to be paid by the Commission for the delivered continuous services. Can you please confirm that this limit is also applicable to other liquidated damages (such as those linked to GQI_RfA)?

Reply

As indicated in section 8.11.3 of the technical annex, the maximum liquidated damages for each and every RFA cannot exceed 20% (the GQI_RfA is calculated on a 'per RFA' basis). Only the Hand-Over liquidated damages can reach up to 100% related to the amount for the services related to Hand-Over activities.

Question no. 36

Referring to the declaration of honour on exclusion criteria and selection criteria to be completed and signed by subcontractors, and given the fact that the selection criteria do not apply to subcontractors, our understanding is that section 6 of such declaration is not to be completed by the subcontractors and thus can be strikethrough. Is our understanding correct?

Reply

Your understanding is correct.

Question no. 37

Regarding Annex 2 Technical Annex, when clicking on the links on p. 21 to access the TEMPO documents we are not able to sign in with the parameters indicated on the same page. We have tried to log in in CIRCAB system by using our own e-mail address, doing so the system informed us that we do not have the appropriate permission to access the provided link. Could you please explain how we can access the TEMPO documents?

Reply

Please see the Reply to Question no. 24

Question no. 38

With reference to 3016ao02-a1-questionnaire we understand that no answer is expected from the Tenderer to be provided under the section 4.1. 'Response requirements'; this section is merely an indication of what is expected from the Tenderer to have overall presented through its responses under sections 4.2-4.6.

However it is not very clear under which section the 'Tenderer's methods, infrastructure, tools and ways of facilitating the identification of suitable consultants' should be presented. Could you please clarify?

Reply

The requested information can be provided anywhere in your bid in reply to section 4.3 of the Questionnaire.

Question no. 39

We understand that, Direct Liquidated Damages resulting from SQIs not linked to GQI (described in Technical Annex point 8.11.1) are individually limited up to 20% of the total cost of the continuous services for each month, however we would like to clarify if a general limit is applicable to all SQI not linked to GQI together, as it is applicable to Liquidated Damages resulting from GQI and GQI for Additional on-demand and GQI _RfAs, whose calculation is described in Technical Annex point 8.11.2 and 8.11.3?

Reply

Direct liquidated damages not linked to GQI (i.e. SQI008 to SQI13) are indeed individually limited to 20% for each month where the regarded SQI is not met. There is no general limit for these SQIs.

Question no. 40

According to Annex II, Technical annex, page 122 /196, programme 6.3.1.1. gives support to both continuous tasks (from Task 3.1 to Task 3.9 listed in section 6.3.1) and additionally to on-demand tasks (from tasks 3.10 to 3.15 listed in section 6.3.2). Our understanding is that programmes listed in sections 6.3.1.2 to 6.3.1.7 will give support to continuous tasks listed in section 6.3.1. Could you please confirm our understanding is correct?

Reply

No, programmes 6.3.1.1 to 6.3.1.7 will not give support to any task listed in section 6.3.1, it is the contrary.

Section 6.3.1 "Support to the *programme* management of DG TAXUD A5/ISD" is mainly a continuous activity. Tasks 3.1 to 3.9 describe the actions to be carried out by the ITSM3 Integration contractor to fulfil this activity, while items 6.3.1.1 to 6.3.1.7 list the various areas (or programmes) in which these actions should be performed. In these areas, the role of the ITSM3 Integration contractor will be to provide support to DG TAXUD, ranging from facilitator/integrator/coordinator to operational processes/project manager.

On the other hand, item 6.3.2 relates to "Support to *project* management", which is an on-demand activity, i.e. DG TAXUD will ask for support on specific projects (via an RfA) according to its needs. Tasks 3.10 to 3.15 describe the type of actions that may be requested from the ITSM3 Integration contractor to fulfil that on-demand support.

Question no. 41

According to question no. 30 it is indicated: "new contract is expected to begin on 15.05.2018". However, based on the award notice published on TED the date 13/10/2012, ITSM2 LOT 3 was awarded the date 27/06/2012, with a duration of 60 months. Base on this information, our understanding is that the ITSM3 contract should be signed more or less on 27/06/2017 and not on 2018. Please clarify.

Reply

ITSM2 Lot 3 was awarded on 27/06/2012; the Framework Contract was signed on 16/08/2012 for 3 years and renewed 2 times for 1 year, leading to a total of 5 years, i.e. until 15/08/2017.

The Take-Over implementation period from ITSM2 Lot3 to ITSM3 Integration is maximum 3 months, so 15/08/2017 minus 3 months leads to 15/05/2017 for the start of the Take-Over. The contract should therefore start in May 2017. Our reply to Q30 had a clerical mistake (should have been 15/05/2017 instead of 15/05/2018).