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**Belgium-Brussels: EEAS-348-DIVA3-SER-FWC (EIPSOS): EEAS ICT projects, support and operations services  
2014/S 147-263342**

**Contract notice**

**Services**

Directive 2004/18/EC

**Section I: Contracting authority**

**I.1) Name, addresses and contact point(s)**

European External Action Service, MDR.A.3 Information Technology  
avenue du Bourget 1

For the attention of: Head of Division EEAS.MDR.A.3

1140 Brussels

BELGIUM

E-mail: [mdr-a3@eeas.europa.eu](mailto:mdr-a3@eeas.europa.eu)

**Internet address(es):**

General address of the contracting authority: <http://eeas.europa.eu>

Address of the buyer profile: <http://eeas.europa.eu/jobs/tenders/>

Electronic access to information: <http://eeas.europa.eu/jobs/tenders/>

**Further information can be obtained from:** The above mentioned contact point(s)

**Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:** The above mentioned contact point(s)

**Tenders or requests to participate must be sent to:** The above mentioned contact point(s)

**I.2) Type of the contracting authority**

European institution/agency or international organisation

**I.3) Main activity**

**I.4) Contract award on behalf of other contracting authorities**

The contracting authority is purchasing on behalf of other contracting authorities: no

**Section II: Object of the contract**

**II.1) Description**

**II.1.1) Title attributed to the contract by the contracting authority:**

EEAS-348-DIVA3-SER-FWC (EIPSOS): EEAS ICT projects, support and operations services.

**II.1.2) Type of contract and location of works, place of delivery or of performance**

Services

Service category No 7: Computer and related services

Main site or location of works, place of delivery or of performance: Main place of performance is Belgium.

Activities in all countries with EU Delegations and offices are foreseen.

NUTS code

**II.1.3) Information about a public contract, a framework agreement or a dynamic purchasing system (DPS)**

The notice involves the establishment of a framework agreement

**II.1.4) Information on framework agreement**

Framework agreement with a single operator

**Duration of the framework agreement**

Duration in months: 72

Justification for a framework agreement, the duration of which exceeds four years: The total duration of 6 years (an initial period of 4 years, plus 2 possible renewals of 1 year each (4 + 1 + 1)) is chosen to ensure the continuity of the service for the EEAS. The complexity of the EEAS ICT environment, including the EU Delegations and offices, makes changes very cost-intensive. Long phase in/out periods require a longer duration of the framework agreement to guarantee effectiveness, efficiency and stability for the EEAS ICT environment.

**Estimated total value of purchases for the entire duration of the framework agreement**

Estimated value excluding VAT:

Range: between 45 000 000 and 66 000 000 EUR

II.1.5) **Short description of the contract or purchase(s)**

Information and Communication Technology (ICT) projects, support and operations services. Please refer to the information document for the call for tender EEAS-348-DIVA3-SER-FWC published at <http://eeas.europa.eu/jobs/tenders/>

II.1.6) **Common procurement vocabulary (CPV)**

72000000

II.1.7) **Information about Government Procurement Agreement (GPA)**

The contract is covered by the Government Procurement Agreement (GPA): yes

II.1.8) **Lots**

This contract is divided into lots: no

II.1.9) **Information about variants**

Variants will be accepted: no

II.2) **Quantity or scope of the contract**

II.2.1) **Total quantity or scope:**

In March 2014, the EEAS provided ICT services for a total of 7 230 users (1 925 users at EEAS headquarters and 5 305 users at over 140 EU Delegations and offices).

The figures given are purely indicative and may be subject to revision. Please refer to the information document for the call for tender EEAS-348-DIVA3-SER-FWC published at <http://eeas.europa.eu/jobs/tenders/>

II.2.2) **Information about options**

Options: no

II.2.3) **Information about renewals**

This contract is subject to renewal: no

II.3) **Duration of the contract or time limit for completion**

**Section III: Legal, economic, financial and technical information**

III.1) **Conditions relating to the contract**

III.1.1) **Deposits and guarantees required:**

III.1.2) **Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them:**

Quarterly payments upon presentation of invoices and supporting documents duly signed by the contractor and countersigned for approval by the EEAS and where applicable, after approval by the EEAS of the activity report(s) for the period concerned. Further information will be provided in the second phase of the tender.

**III.1.3) Legal form to be taken by the group of economic operators to whom the contract is to be awarded:**

Requests to participate can be submitted also by a group of economic operators who will not be required to adopt a particular legal form prior to the contract being awarded but may be required to do so after the award. However, when in a group, 1 member must be nominated as the leader and be in charge of the administrative management of the contract (contact point, invoicing, receiving payments, etc.), on behalf of all members of the group. The leader shall receive power of attorney from the other members in this sense. Each member of the group assumes a joint and several liability towards the contracting authority. The documents required and listed at Section III.2 must be supplied by every member.

**III.1.4) Other particular conditions**

The performance of the contract is subject to particular conditions: yes

Description of particular conditions: Up to 'EU Secret'-level security clearance or national equivalent, issued by an EU Member State, will be required for most of the staff for the proposed services on the date of signature of the specific contract in question. Please refer to the information document for the call for tender EEAS-348-DIVA3-SER-FWC published at <http://eeas.europa.eu/jobs/tenders/>

**III.2) Conditions for participation**

**III.2.1) Personal situation of economic operators, including requirements relating to enrolment on professional or trade registers**

Information and formalities necessary for evaluating if the requirements are met: Regulation (EU, Euratom) No 966/2012 of the European Parliament and of the Council of 25.10.2012 (Financial Regulation) and Commission Delegated Regulation (EU) No 1268/2012 of 29.10.2012 on the rules of application of Regulation (EU, Euratom) No 966/2012 (rules of application).

**1.A) Access to public procurement:**

Participation in this call for tender is open to natural and legal persons with their domicile or headquarters in one of the Member States of the European Union and to all natural and legal persons in a third country which has a special agreement with the Union in the field of public procurement under the conditions laid down in that agreement, as stated in Article 119 of the Financial Regulation.

**1.B) Evidence of access to public procurement:**

Candidates must confirm that they have their headquarters or domicile in one of the abovementioned States and present the supporting evidence normally acceptable under their own law.

**2.A) Exclusion criteria:**

Article 106 of the Financial Regulation sets out that:

**1. Candidates or tenderers shall be excluded from participation in procurement procedures if:**

(a) they are bankrupt or being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities, are the subject of proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations;

(b) they or the persons having powers of representation, decision-making or control over them have been convicted of an offence concerning their professional conduct by a judgment of a competent authority of a Member State which has the force of 'res judicata';

(c) they have been guilty of grave professional misconduct proven by any means which the contracting authority can justify including by decisions of the EIB and international organisations;

(d) they are not in compliance with their obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which they are established or with those of the country of the contracting authority or those of the country where the contract is to be performed;

(e) they or the persons having powers of representation, decision-making or control over them have been the subject of a judgment which has the force of 'res judicata' for fraud, corruption, involvement in a criminal organisation, money laundering or any other illegal activity where such illegal activity is detrimental to the Union's financial interests;

(f) they are subject to an administrative penalty referred to in Article 109(1).

Points (b) and (e) of the first subparagraph shall not apply where the candidates or tenderers can demonstrate that adequate measures have been adopted against the persons having powers of representation, decision-making or control over them, who are subject to judgment as referred to in point (b) or (e) of the first subparagraph.

2. Candidates or tenderers shall certify that they are not in one of the situations listed in paragraph 1.

For the purpose of the correct application of paragraph 1, the candidate or tenderer, whenever requested by the contracting authority, shall:

(a) where the candidate or tenderer is a legal entity, provide information on the ownership or on the management, control and power of representation of the legal entity and certify that they are not in one of the situations referred to in paragraph 1;

(b) where subcontracting is envisaged, certify that the subcontractor is not in one of the situations referred to in paragraph 1.

3. The Commission shall be empowered to adopt delegated acts in accordance with Article 210 concerning detailed rules on:

a) the exclusion criteria applicable for the participation in calls for tender, including rules on illegal activities giving rise to exclusion;

b) what evidence may be satisfactory to show that an exclusion situation does not exist;

c) the duration of an exclusion. Such exclusion shall not exceed 10 years.

Article 107 of the Financial Regulation sets out that a contract shall not be awarded to candidates or tenderers who, during the procurement procedure for this contract:

(a) are subject to a conflict of interest;

(b) are guilty of misrepresenting the information required by the contracting authority as a condition of participation in the procurement procedure or fail to supply this information;

(c) find themselves in one of the situations of exclusion, referred to in Article 106(1), for the procurement procedure.

2.B) Evidence of non-exclusion:

Article 143 of the rules of application sets out that:

1. Candidates and tenderers shall provide a declaration on their honour, available at: [http://eeas.europa.eu/jobs/docs/declaration-honour\\_en.pdf](http://eeas.europa.eu/jobs/docs/declaration-honour_en.pdf) duly filled in, signed and dated, stating that they are not in one of the situations referred to in Articles 106 and 107 of the Financial Regulation.

2. The tenderer to whom the contract is to be awarded shall provide, within a time limit defined by the contracting authority and preceding the signature of the contract, the evidence referred to in paragraph 3 hereafter, confirming the declaration referred to in paragraph 1.

3. The contracting authority shall accept as satisfactory evidence that the candidate or tenderer to whom the contract is to be awarded is not in one of the situations described in point (a), (b) or (e) of Article 106(1) of the Financial Regulation, a recent extract from the judicial record or, failing that, an equivalent document recently issued by a judicial or administrative authority in the country of origin or provenance showing that those requirements are satisfied. The contracting authority shall accept, as satisfactory evidence that the candidate or tenderer is not in the situation described in point (a) or (d) of Article 106(1) of the Financial Regulation, a recent certificate issued by the competent authority of the States concerned as defined under point 2.A)1(d) above.

Where the document or certificate referred to in the first subparagraph is not issued in the country concerned and for the other cases of exclusion referred to in Article 106 of the Financial Regulation, it may be replaced by a sworn or, failing that, a solemn statement made by the interested party before a judicial or administrative authority, a notary or a qualified professional body in his country of origin or provenance.

4. Depending on the national legislation of the country in which the candidate or tenderer is established, the documents referred to in paragraphs 1 and 3 shall relate to legal persons and/or natural persons including, where considered necessary by the contracting authority, company directors or any person with powers of representation, decision-making or control in relation to the candidate or tenderer.

5. Where they have doubts as to whether candidates or tenderers are in one of the situations of exclusion, the contracting authority may apply to the competent authorities referred to in paragraph 3 to obtain any information considered necessary about that situation.

6. The contracting authority may waive the obligation of a candidate or tenderer to submit the documentary evidence referred to in paragraph 3 if such evidence has already been submitted to it for the purposes of another procurement procedure and provided that the issuing date of the documents does not exceed 1 year and that they are still valid. In such a case, the candidate or tenderer shall declare on his honour that the documentary evidence has already been provided in a previous procurement procedure and confirm that no changes in his situation have occurred.

7. The candidate or tenderer shall submit a declaration on honour available at: [http://eeas.europa.eu/jobs/docs/declaration-honour\\_en.pdf](http://eeas.europa.eu/jobs/docs/declaration-honour_en.pdf) duly filled in, signed and dated from the intended subcontractor that he is not in one of the situations referred to in Articles 106 and 107 of the Financial Regulation. In case of doubt on this declaration on the honour, the contracting authority shall request the evidence referred to in paragraphs 3 and 4. Paragraph 5 shall apply, where appropriate.

### III.2.2) **Economic and financial ability**

Information and formalities necessary for evaluating if the requirements are met: Proof of economic and financial capacity must be furnished by the following documents:

- a) evidence of relevant professional risk indemnity insurance;
- b) financial statements for the last 3 years for which accounts have been closed;
- c) a statement of the annual overall turnover of the last 3 financial years for which accounts have been closed. The amounts declared for the overall turnover, at least, must be verifiable with the amounts in the financial statements;
- d) a statement of the annual turnover concerning the services covered by the contract during the last 3 financial years for which accounts have been closed;
- e) if the candidate is relying on other entities (e.g. parent company, other company in the same group, or third party) in order to achieve the required level of economic and financial capacity, its request to participate must contain a signed and dated statement by the concerned entity declaring firmly that the relevant resources shall be made at the disposal of the candidate for this contract.

Minimum level(s) of standards possibly required: The average annual turnover concerning the services covered by the contract for the last 3 years for which accounts have been closed (2011, 2012, 2013) must be at least 30 000 000 EUR. This amount is a minimum below which no request to participate can be accepted. The exchange rate used to convert the turnover into euros will be the rate of December of the year of the financial statement as published at [http://ec.europa.eu/budget/contracts\\_grants/info\\_contracts/inforeuro/inforeuro\\_en.cfm](http://ec.europa.eu/budget/contracts_grants/info_contracts/inforeuro/inforeuro_en.cfm)

In case the candidate is a group of economic operators, a consolidated assessment of the minimum capacity levels of all the members together will be made.

Please refer to the information document (Section 4.3.1) for the call for tender EEAS-348-DIVA3-SER-FWC published at <http://eeas.europa.eu/jobs/tenders/> and complete the necessary forms.

### III.2.3) **Technical capacity**

Information and formalities necessary for evaluating if the requirements are met:

Evidence of the technical and professional capacity of economic operators must be furnished on the basis of documents demonstrating the:

- a) organisational structure;
- b) tenderer's manpower and qualifications;
- c) geographical coverage of the tenderer's existing structure;
- d) references involving similar contracts;
- e) capacity for research and analysis in some of the IT fields required;
- f) quality control.

If the candidate is relying on other entities (e.g. parent company, other company in the same group, or third party) in order to achieve the required level of technical and professional capacity, its request to participate must contain a signed and dated statement by the concerned entity declaring firmly that the relevant resources shall be made at the disposal of the candidate for this contract.

Please refer to the information document (Section 4.3 and Annex 4) for the call for tender EEAS-348-DIVA3-SER-FWC published at <http://eeas.europa.eu/jobs/tenders/> and complete the necessary forms.

Minimum level(s) of standards possibly required:

Please refer to the information document for the call for tender EEAS-348-DIVA3-SER-FWC published at <http://eeas.europa.eu/jobs/tenders/>

### III.2.4) **Information about reserved contracts**

#### III.3) **Conditions specific to services contracts**

##### III.3.1) **Information about a particular profession**

Execution of the service is reserved to a particular profession: no

##### III.3.2) **Staff responsible for the execution of the service**

Legal persons should indicate the names and professional qualifications of the staff responsible for the execution of the service: yes

## **Section IV: Procedure**

### IV.1) **Type of procedure**

#### IV.1.1) **Type of procedure**

Restricted

#### IV.1.2) **Limitations on the number of operators who will be invited to tender or to participate**

Envisaged minimum number 3: and maximum number 10

Objective criteria for choosing the limited number of candidates: Please refer to the information document (Annex 4 Section 3.1) for the call for tender EEAS-348-DIVA3-SER-FWC published at <http://eeas.europa.eu/jobs/tenders/>

#### IV.1.3) **Reduction of the number of operators during the negotiation or dialogue**

### IV.2) **Award criteria**

#### IV.2.1) **Award criteria**

The most economically advantageous tender in terms of the criteria stated in the specifications, in the invitation to tender or to negotiate or in the descriptive document

#### IV.2.2) **Information about electronic auction**

An electronic auction will be used: no

### IV.3) **Administrative information**

- IV.3.1) **File reference number attributed by the contracting authority:**  
EEAS-348-DIVA3-SER-FWC.
- IV.3.2) **Previous publication(s) concerning the same contract**  
no
- IV.3.3) **Conditions for obtaining specifications and additional documents or descriptive document**  
Payable documents: no
- IV.3.4) **Time limit for receipt of tenders or requests to participate**  
30.9.2014
- IV.3.5) **Date of dispatch of invitations to tender or to participate to selected candidates**
- IV.3.6) **Language(s) in which tenders or requests to participate may be drawn up**  
Any EU official language
- IV.3.7) **Minimum time frame during which the tenderer must maintain the tender**
- IV.3.8) **Conditions for opening of tenders**

**Section VI: Complementary information**

- VI.1) **Information about recurrence**  
This is a recurrent procurement: yes  
Estimated timing for further notices to be published: Every 6 years.
- VI.2) **Information about European Union funds**  
The contract is related to a project and/or programme financed by European Union funds: no
- VI.3) **Additional information**  
I. Preparation and submission of requests to participate and tenders:  
This tender will be taking place in 2 stages, as follows:  
A. First stage (selection stage):  
In order to request to participate, candidates shall submit a letter presenting the name of the candidate, including all entities in the case of a group and the name of the single contact person in relation to this request. In the case of a group, this letter must be signed by a duly authorised representative of each operator and indicate the leading member with its e-mail address. It is the responsibility of the candidate to regularly consult the e-mails received.  
Requests must be perfectly legible to avoid any misunderstanding on the text and on the figures. The forms to be used can be found in the information document for the call for tender EEAS-348-DIVA3-SER-FWC published at <http://eeas.europa.eu/jobs/tenders/>  
In annex to this letter, candidates shall submit all the information requested in Section III of this contract notice: legal, economic, financial and technical information. If the request to participate is submitted by a group of economic operators (Section III.1.3 of the contract notice), the documents specified in Sections III.2.1, III.2.2 and III.2.3 of this contract notice will be submitted by each member of the group.  
If a candidate is relying on another entity to achieve a large part of its financial capacity as indicated at Section III.2.2.e), the contracting authority may demand that the said entity signs the contract or that it provides a joint and several first-call guarantee, should that candidate become the awardee of the contract.  
Requests to participate must be submitted by the deadline as mentioned here below. Failing this, the requests to participate will be automatically rejected.  
Submission can be made, according to the candidate's choice:  
(a) either by post or by private courier, posted no later than 30.9.2014, as evidenced by the postmark or the date on the deposit slip respectively, to the address stated in Section I.1;

(b) or delivered by hand to the address stated in Section I.1 by 30.9.2014 (16:00) at the latest. Delivery by hand will be confirmed in this case by a dated and stamped receipt signed by the duly authorised agent from the Commission Central Mail Office. The request to participate shall comprise 1 original and 2 copies in PDF or MS Office 2010 or compatible format on an USB stick to be labelled 'e-Copy'. Please note that where there is any doubt, the paper version of the request to participate will prevail over the electronic one. Submissions must be made using a double envelope. Both envelopes are to be sealed. If self-seal envelopes are used, they must also be sealed with adhesive tape with the sender's signature written across the tape. The outer envelope must bear both the name of the department which it is addressed to, as above, and the following: 'Procurement procedure No EEAS-348-DIVA3-SER-FWC NOT TO BE OPENED'. This will be marked on the inner envelope too.

**B. Second stage:**

Candidates shortlisted at the end of the selection stage shall be invited to submit a tender. The invitation to tender documents (including the letter of invitation to tender, the tender specifications and the model contract to be used for this contract) will be sent to them directly, with no further publication in the 'Official Journal of the European Union'.

'Nota bene': submitting requests to participate or drawing up tenders does not give tenderers the right either to be awarded the contract or to receive any compensation for costs incurred. The contracting authority is under no obligation to award a contract subsequent to this notice.

**II. Data protection:**

If processing your reply to this contract notice involves the recording and processing of personal data (such as 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 institutions and bodies and on the free movement of such data. Unless indicated otherwise, replies to the questions and any personal data requested are required to evaluate your request to participate in accordance with the contract notice and will be processed solely for that purpose by the contracting authority mentioned in heading I.1. Details concerning the processing of your personal data are available on the privacy statement at: <http://eeas.europa.eu/jobs/docs/privacy-statement-jobs-tenders.pdf>

Your personal data may be registered in the early warning system (EWS) only or both in the EWS and the central exclusion database (CED) by the Accounting Officer of the EEAS, should you be in one of the situations mentioned in:

— the Commission Decision 2008/969 of 16.12.2008 on the early warning system (for more information see the privacy statement on [http://ec.europa.eu/budget/contracts\\_grants/info\\_contracts/legal\\_entities/legal\\_entities\\_en.cfm](http://ec.europa.eu/budget/contracts_grants/info_contracts/legal_entities/legal_entities_en.cfm)), or

— the Commission Regulation 1302/2008 of 17.12.2008 on the central exclusion database (for more information see the privacy statement on [http://ec.europa.eu/budget/explained/management/protecting/protect\\_en.cfm#BDCE](http://ec.europa.eu/budget/explained/management/protecting/protect_en.cfm#BDCE))

III. Where appropriate, the contracting authority may have recourse to a negotiated procedure on the basis of Art. 134(1)(f) of the rules of applications applicable to the Financial Regulation.

Further information can be found in the request to participate EEAS-348-DIVA3-SER-FWC at <http://eeas.europa.eu/jobs/tenders/>

The website information may be updated and it is therefore the tenderer's responsibility to check for possible updates and modifications during the tendering procedure.

**VI.4) Procedures for appeal**

**VI.4.1) Body responsible for appeal procedures**

General Court



rue du Fort Niedergrünewald  
2925 Luxembourg  
LUXEMBOURG  
E-mail: [generalcourt.registry@curia.europa.eu](mailto:generalcourt.registry@curia.europa.eu)  
Telephone: +352 4303-1  
Internet address: <http://curia.europa.eu>

VI.4.2) **Lodging of appeals**

Precise information on deadline(s) for lodging appeals: Within 2 months of the notification to the plaintiff, or, in absence thereof, of the day on which it came to the knowledge. A complaint to the European Ombudsman does not have as an effect either to suspend this period or to open a new period for lodging appeals.

VI.4.3) **Service from which information about the lodging of appeals may be obtained**

General Court  
rue du Fort Niedergrünewald  
2925 Luxembourg  
LUXEMBOURG  
E-mail: [generalcourt.registry@curia.europa.eu](mailto:generalcourt.registry@curia.europa.eu)  
Telephone: +352 4303-1  
Internet address: <http://curia.europa.eu>

VI.5) **Date of dispatch of this notice:**

23.7.2014