




**EUROPEAN UNION**

OFFICE TO HONG KONG AND MACAO

 Ref. Ares(2017)25110 - 04/01/2017

## **TENDER SPECIFICATIONS**

**EEAS/DELHKG/029-SER-FWC-2016**

**Negotiated Procedure - IT - Provision of IT Support - User support, technical and administrative assistance with ICT (Information and Communication Technologies)**



**EUROPEAN UNION**

OFFICE TO HONG KONG AND MACAO

Hong Kong,

Dear Sir/Madam,

**Subject: IT - Provision of IT Support - User support, technical and administrative assistance with ICT (Information and Communication Technologies) – EEAS/DELHKG/029-SER-FWC-2016**

1. The Office of the European Union to Hong Kong and Macao is planning to award the contract referred to above. The procurement documents consist of this invitation letter, the tender specifications with their annexes and the draft contract.
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 one copy. 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 (EEAS/DELHKG/029-SER-FWC-2016)". 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 time limit for submission of the tender is Tuesday, 24 January 2017.

You must use one of the means of submission listed below. Receipt is understood as the time at which the tenderer hands over the tender to the post office or courier service or at the reception of the Office.

Means of submission	Time limit	Evidence	Address for delivery
Post	<b>24:00</b>	Postmark	CALL FOR TENDERS IT – Provision of IT Support - <b>EEAS/DELHKG/029-SER-FWC-2016</b> Office of the EU to Hong Kong and Macao For the attention of the <i>Head of Administration</i> 19/F, St John's Building, 33 Garden Road, Central, Hong Kong

Courier	<b>24:00</b>	Deposit slip of courier service	<b>CALL FOR TENDERS</b> IT – Provision of IT Support - <b>EEAS/DELHKG/029-SER-FWC-2016</b> Office of the EU to Hong Kong and Macao For the attention of the <i>Head of Administration</i> 19/F, St John's Building, 33 Garden Road, Central, Hong Kong
In person (hand delivery)	<b>17:00 local time in Hong Kong</b>	Proof of receipt, signed and dated by the agent at the reception of the Office	

Hand delivery can be received from 09.30 to 17.00 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;
  - drawn up using the model reply forms in the tender specifications, where applicable.
5. The period of validity of the tender, during which tenderers may not modify the terms of their tenders in any respect, is two months from the date indicated in point 3.
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:

[Delegation-Hong-Kong-HOA@eeas.europa.eu](mailto:Delegation-Hong-Kong-HOA@eeas.europa.eu)

The contracting authority is not bound to reply to requests for additional information received less than 3 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.

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.

The contracting authority may negotiate with tenderers the tenders they have submitted, in order to adapt them to the procurement documents and in order to find the most economically advantageous tender. The minimum requirements defined in the procurement documents are not subject to negotiation. During negotiations equal treatment of all tenderers will be ensured. The contracting authority reserves the right not to negotiate and to award the contract on the basis of the tenders initially received.

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 procurement procedure without the tenderers being entitled to claim any compensation. This decision must be substantiated and the 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 the Head of EU Office to Hong Kong and Macao. Details concerning the processing of your personal data are available on the privacy statement at [http://eeas.europa.eu/data\\_protection/index\\_en.htm](http://eeas.europa.eu/data_protection/index_en.htm)
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<sup>1</sup>. For more information, see the Privacy Statement on [http://ec.europa.eu/budget/explained/management/protecting/protect\\_en.cfm](http://ec.europa.eu/budget/explained/management/protecting/protect_en.cfm)

Jolita PONS  
AOSD/Chargé d'Affaires a.i.



Annexes:

Tender specifications  
Template Contract (FWC) / Model Order Form

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<sup>1</sup> Regulation (EU, Euratom) No 966/2012 of the European Parliament and of the Council of 25 October 2012 on the financial rules applicable to the general budget of the Union and repealing Council Regulation (EC, Euratom) No 1605/2002 (OJ L 298 of 26.10.2012, p. 1) as amended.