

TO WHOM IT MAY CONCERN

Subject: Call for tenders LISA/2014/OP/03 External support

Dear Sir,

1. The European Agency for the operational management of large scale IT systems in the area of freedom security and justice (hereafter the Agency) is planning to award the public contract referred to above comprising of 4 Lots:

Lot 1: ICT support for Strasbourg and Brussels

Lot 2: ICT support for Tallinn site

Lot 3: Administrative support for Strasbourg site

Lot 4: Administrative support for Tallinn site

2. If you are interested in this contract, you must submit a tender in triplicate, in one of the official languages of the European Union as follows:

(1) In paper form one original and two copies: the original should clearly be labelled "Original" and the two Copies "Copy 1" and "Copy 2". The financial part of the offer shall be separated from the other parts.

(2) in PDF (searchable version) MS Word, Excel or compatible format on CD-ROM: CD ROM No 1, to be labelled "CD-ROM No 1" must contain all the requested documents and the tender except the financial part of the offer; the second CD-ROM, to be labelled "CD-ROM No. 2" must contain the financial part in Excel or compatible format of the offer only.

In case of any discrepancies between paper version and the CD ROM version of the tender, the contents of the original paper version shall prevail.

3. Tenders must be placed inside two sealed envelopes. The inner envelope, addressed as indicated below, should be marked as follows:

"CALL FOR TENDERS – NOT TO BE OPENED BY THE INTERNAL MAIL DEPARTMENT – Open call for tenders n° LISA/2014/OP/03"

If self-adhesive envelopes are used, they must be sealed with adhesive tape and the sender must sign across this tape.

The inner envelope must also contain two sealed envelopes, one containing all requested documents and the tender except the financial part of the offer, the other envelope shall include the financial bid.

Each of these envelopes must clearly indicate the content ("Technical" and "Financial").

Non respect of these instructions may lead to the exclusion of the tender.

4. The tenders must be submitted
 - a) either by post or by courier not later than **04/09/2014**, in which case the evidence of the date of dispatch shall be constituted by the postmark or the date of the deposit slip, to the address indicated below.
 - b) or delivered by hand not later than 16.00 on **04/09/2014** to the address indicated below. In this case, a receipt must be obtained as proof of submission, signed and dated by staff member of the Agency.

In case of hand delivery: the Agency is accessible from 09.00 to 17.00 Monday to Thursday, and from 09.00 to 16.00 on Fridays. It is closed on Saturdays, Sundays and Agency holidays.

By post, hand or courier:

CALL FOR TENDERS

LISA/2014/OP/03

European Agency for the operational management of large-scale IT systems in the area of freedom, security and justice

For the attention of eu-LISA Procurement

EU House
Rävala pst 4
10143 Tallinn, Estonia

5. The tenders will be opened on **11.09.2014** at the Tallinn site of the agency at the abovementioned address.

Any tenderer who wishes to attend the opening must register at least two days in advance sending an e-mail to eulisa-PROCUREMENT@eulisa.europa.eu.

Please note that maximum two representatives per tenderer can participate in the opening.

6. Please find enclosed the Tender Specifications and its Annexes.
7. Tenders must be:
 - signed by a duly authorised representative of the tenderer;
 - perfectly legible so that there can be no doubt as to words and figures.
8. The period of validity of the tender, during which tenderers may not modify the terms of their tenders in any respect, is **9 months** from the final date of submission.
9. Submission of a tender implies acceptance of all the terms and conditions set out in this invitation to tender, in the tender specifications, its annexes and, where appropriate, waiver of the tenderer's own general or specific terms and conditions. The terms and conditions are binding on the tenderer to whom the contract is awarded for the duration of the contract.

10. All costs incurred during the preparation and submission of tenders are to be borne by the tenderers and will not be reimbursed.
11. Contacts between the contracting authority and tenderers are prohibited throughout the procedure except in exceptional circumstances and under the following conditions only:

- Before the final date for submission of tenders:

- * At the request of the tenderer, the contracting authority may provide additional information solely for the purpose of clarifying the nature of the contract.

Any requests for additional information must be made in writing in a searchable format only to eulisa-PROCUREMENT@eulisa.europa.eu.

Requests for additional information received less than five working days before the final date for submission of tenders will not be processed.

The contracting authority will deal with questions in the following phases:

- Questions received until 30.07.2014 (phase 1)
- Questions received between 30.07.2014 and 11.08.2014 (phase 2)
- Questions received between 11.08.2014 and 28.08.2014 (phase 3)
- All questions that have been received (only by the indicated Contact Point) will be answered after the relevant date.
- The Agency will answer all questions in writing and at the same time. The answers will be published on the website: http://ec.europa.eu/dgs/home-affairs/what-we-do/policies/borders-and-visas/agency/index_en.htm ¹. The interested economic operators shall check the website regularly.

- * The contracting authority may, on its own initiative, inform interested parties of any error, inaccuracy, omission or any other clerical error in the text of the call for tenders.

The questions and answers will form integral part of the tender documents.

- After the opening of tenders

- * If clarification is required or if obvious clerical errors in the tender need to be corrected, the contracting authority may contact the tenderer provided the terms of the tender are not modified as a result.

12. This invitation to tender is in no way binding on the Agency. The Agency's contractual obligation commences only upon signature of the contract with the successful tenderer.
13. Up to the point of signature, the contracting authority may either abandon the procurement or cancel the award procedure, without the tenderers being entitled to claim any compensation. This decision must be substantiated and the tenderers notified.

¹ When the new website is operational: : <https://eulisa.europa.eu/Procurement/Pages/OpenTenders.aspx>

14. Once the contracting authority has opened the tender, the document shall become the property of the Agency and it shall be treated confidentially.
15. Tenderers will be informed of whether their tenders have been accepted or rejected.
16. 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 Mr Krum Garkov, Executing Director of the Agency. Details concerning the processing of your personal data are available on the privacy statement available under: http://ec.europa.eu/dgs/home-affairs/what-we-do/policies/borders-and-visas/agency/docs/privacy_statement_eu-lisa_en.pdf .
17. Your personal data may be registered in the Central Exclusion Database (CED) by the Accounting Officer of the Agency, should you be in one of the situations mentioned in:
 - the Commission Regulation 2008/1302 of 17.12.2008 on the Central Exclusion Database (for more information see the Privacy Statement on http://ec.europa.eu/budget/library/explained/management/protecting/privacy_statement_ced_en.pdf)

Yours sincerely,

/signed/

Matteo Bonfanti

Head of Unit Budget and Finance

Enclosure:

- Tender specifications and its annexes