Publications Office

Resources Directorate
Calls for Tender & Contracts

Luxembourg,
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Ref: JK – letter of invitation.doc

Subject: **Invitation to tender N° 10236**

Title: **"Information and assistance help desk for external users of the Publications Office's electronic and other products"**

Ref.: **Contract notice N° 2010/S 71-105700 published in the Official Journal of 13 April 2010 and corrigendum concerning the deadline for submission of tenders**

Dear Sir or Madam,

Please find enclosed, as requested, the various documents concerning the above-mentioned invitation to tender.

Please note that the tender documentation is also available on the following web page:

http://www.publications.europa.eu/tenders/our/index_en.htm

Technical annexes and the Price Schedule and Estimation Form are available exclusively on the above-mentioned web page.

Please send your bid to the following address:

PUBLICATIONS OFFICE OF THE EUROPEAN UNION
CALLS FOR TENDER AND CONTRACTS UNIT
2, RUE MERCIER
L - 2985 LUXEMBOURG

You must observe the rules set out below when submitting your bid; otherwise the bid may be rejected.

1. Bids must be submitted:

   - either by registered post or by courier service, sent no later than **25/05/2010**, date as of dispatch, the postmark or the date of the deposit slip;

   - or hand-delivered to the Internal Post Service of the Publications Office, no later than **16:00 (CET)** on **25/05/2010** in exchange for a receipt dated and signed by an official of that department.

2. Bids must be sent under double cover. Both envelopes must be sealed, and the inner envelope must bear, in addition to the name of the recipient department, the following wording:

INVITATION TO TENDER – NOT TO BE OPENED IN THE POST ROOM

   - **Invitation to tender N° AO 10236**

   - **Title:**

     "Information and assistance help desk for external users of the Publications Office's electronic and other products"

   - **Bid from:** [name of tenderer] _____

   The inner envelope must also contain two sealed envelopes, one containing the technical bid and the other the financial bid. Each of these envelopes must clearly indicate the content ("Technical" and "Financial").

   If self-adhesive envelopes are used, they must be sealed with adhesive tape, across which senders must sign their name.

   Tenderers are recommended to use strengthened envelopes.

   N.B.: For security reasons, the Publications Office may not be able to accept packages that exceed the following dimensions: width 31 cm, length 45 cm, height 25 cm – which corresponds to the cases known as "American boxes".

3. Bids must be sent **in triplicate** in recto-verso if possible, in one of the official languages of the European Union.

4. Prices must be quoted **in euros**; no amendments may be made to the price schedule, each page of which must bear the name of your company and the signature of its duly authorised representative.

5. The specifications, listing all the documents that must be produced in order to tender, including supporting evidence of economic, financial, technical and professional capacity and the draft contract are attached.

6. Submission of the bid implies the acceptance of all the terms and conditions set out in this invitation to tender, in the specifications and in the draft contract and, where appropriate, waiver of the tenderer's own general or specific terms and conditions. It is binding on the tenderer to whom the contract is awarded for the duration of the contract.

7. Tenders must be:

- signed by the tenderer or his duly authorised representative;
- perfectly legible so that there can be no doubt as to words and figures;
- if necessary, drawn up using the model reply forms in the specifications.

8. Period of validity of the tender, during which the tenderer may not modify the terms of his tender in any respect is six (6) months from the final date for submission.

9. Contacts between the contracting department and the tenderers are prohibited throughout the procedure save in exceptional circumstances and under the following conditions:

Before the final date for submission of tenders:

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

  Any request for additional information must be made in writing to the above-mentioned Unit, or via fax +352 2929 42672.

  Requests for additional information received less than five (5) working days before the closing date for submission of tenders will not be processed.
- The Commission may, on its own initiative, inform interested parties of any error, inaccuracy, omission or other clerical error in the text of the call for tender.
- Any additional information including that referred to above will be sent simultaneously to all tenderers who have requested the specifications.

After the opening of tenders:

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

10. This invitation to tender is in no way binding on the Commission. The Commission's contractual obligation commences only upon signature of the contract with the successful tenderer.

    Up to the point of signature, the contracting department may either withdraw from the contract or cancel the procurement procedure, without the candidates or tenderers being entitled to claim any compensation. This decision must be substantiated and the candidates or tenderers notified.

11. You will be informed whether or not your tender has been accepted.

12. If your offer includes subcontracting, it is recommended that contractual arrangements with subcontractors include mediation as a method of dispute resolution.

13. The follow up of your response to the invitation to tender will require the recording and further processing of personal data (name, address and CV, for example). Such data will be processed in accordance with the requirements of Regulation (CE) 45/2001 on the protection of individuals with regard to the processing of personal data by European Union institutions and bodies and on the free movement of such data. Unless indicated otherwise, replies to questions and any personal data requested are required to evaluate your tender according to the specifications of the invitation to

tender and will only be processed by the Publications Office for that purpose. You are entitled to obtain access to your personal data on request and to rectify any such data that is inaccurate or incomplete. Should you have any queries concerning the processing of your personal data, please address them to the Publications Office' Data Protection Officer. For matters relating to the processing of your personal data, you have a right to recourse at any time to the European Data Protection Supervisor.

14. You are informed that for the purposes of safeguarding the financial interest of the European Union, your personal data may be transferred to internal audit services, to the Court of Auditors, to the Financial Irregularities Panel and/or to the European Anti-Fraud Office (OLAF).

    Data of economic operators which are in one of the situations referred to in Articles 93, 94, 96(1)(b) and 96(2)(a) of the Financial Regulation[1] may be included in a central database and communicated to the designated persons of the Commission, other institutions, agencies, authorities and bodies mentioned in Article 95(1) and (2) of the Financial Regulation. This refers as well to the persons with powers of representation, decision making or control over the said economic operators. Any party entered into the database has the right to be informed of the data concerning it, upon request to the accounting officer of the Commission.

Yours faithfully,

António Carneiro
Head of Unit

Encl.: Specifications
Draft contract

[1] Council Regulation (EC, Euratom) N° 1605/2002 of 25 June 2002 (OJEU L 248 of 16.09.2002), as amended by Council Regulation (EC, Euratom) N° 1995/2006 of 13.12.2006 (OJEU L 390 of 30.12.2006).