

**F-SE-16-T01**  
**Web application hosting services**  
**Invitation to tender**

Vienna, the 11/01/2017

Ref: 2017-outgoing-31

**Subject:** Open call for tenders Web application hosting services (F-SE-16-T01)

Dear Sir/Madam,

- 1 The European Union Agency for Fundamental Rights (the Contracting Authority) is planning to award the contract referred to above. The procurement documents consist in the contract notice number 2017/S 007- 009597 published on 11/01/2017 referred to above, this invitation letter, Annex A – Tender Specifications, Annex A.1 – Technical Specifications, Annex B – draft Framework Contract and Annex C – Standard Submission Form.
- 2 If you are interested in this contract, you should submit a tender in one of the official languages of the European Union, but preferably in English.
- 3 You must submit your tender exclusively on paper in one original and 2 copies. The tender must be placed inside two closed envelopes addressed as indicated below. The inner envelope should be marked as follows: "CALL FOR TENDERS F-SE-16-T01 – NOT TO BE OPENED BY THE INTERNAL MAIL DEPARTMENT".

The inner envelope must also contain three sealed envelopes, containing the administrative documentation, the technical offer and the financial offer. Each of these envelopes must clearly indicate the content ('Administrative Documents', 'Technical Offer' and 'Financial Offer').

Please also add a text-searchable digital version of the offer in data storage devices such as USB flash drives (i.e. memory sticks). In case of discrepancies, the paper version takes precedence over the digital one.

The digital versions of the offers must be placed together with the paper versions inside the corresponding sealed envelopes.

The time limit for receipt of the tender is **22/02/2017**. 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 central mail department.

**Michael O'Flaherty, Director**

European Union Agency for Fundamental Rights | Agentur der Europäischen Union für Grundrechte | Agence des droits fondamentaux de l'Union Européenne  
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Means of submission	Time limit	Evidence	Address for delivery
Post	24:00 CET	Postmark	CALL FOR TENDERS F-SE-16-T01 Web application hosting services European Union Agency for Fundamental Rights For the attention of Procurement Section Schwarzenbergplatz 11 Vienna 1040 Austria
Courier	24:00 CET	Deposit slip of courier service	CALL FOR TENDERS F-SE-16-T01 Web application hosting services European Union Agency for Fundamental Rights For the attention of Procurement Section Schwarzenbergplatz 11 Vienna 1040 Austria
In person (hand delivery)	17:00 CET	Proof of receipt, signed and dated by the official in the central mail department who takes delivery	CALL FOR TENDERS F-SE-16-T01 Web application hosting services European Union Agency for Fundamental Rights For the attention of Procurement Section Schwarzenbergplatz 11 Vienna 1040 Austria

Mail can be received from 09.00 to 17.00 Monday to Thursday and from 09.00 to 15.00 on Friday. The contracting authority is closed on Saturdays, Sundays and during its holidays.

4 Tenders must be:

- signed by the tenderer or a duly authorised representative
- perfectly legible so that there can be no doubt as to words and figures, and
- drawn up using the Standard Submission Form (Annex C of the Invitation to Tender).

5 The period of validity of the tender, during which tenderers may not modify the terms of their tenders in any respect, is 6 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 Tenders will be opened at 10:30 hrs on **01/03/2017** at the contracting authority's address. A maximum of two representatives per tender can attend the opening of the tenders. For organisational and security reasons, the tenderer must provide the full name and ID or passport number of the representatives at least 3 working days in advance to: [procurement@fra.europa.eu](mailto:procurement@fra.europa.eu). Failing that, the contracting authority reserves the right to refuse access to its premises.

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- 9 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 [procurement@fra.europa.eu](mailto:procurement@fra.europa.eu) and/or to the fax number +43 (0)1 580 30 691.

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

Any additional information including that referred to above will be posted on [fra.europa.eu/en/about-fra/procurement](http://fra.europa.eu/en/about-fra/procurement). The website will be updated regularly and it is the tenderer's responsibility to check for updates and modifications during the submission period.

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.

- 10 No on-site visit is planned for this tender.
- 11 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.
- 12 Up to the point of signature, the contracting authority may 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.
- Once the contracting authority has opened the tender, it becomes its property and it shall be treated confidentially.
- 13 You will be informed of the outcome of this procurement procedure (award decision) 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.
- 14 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 Contracting Authority. Details concerning the processing of your personal data are available on the privacy statement at: [http://ec.europa.eu/dataprotectionofficer/privacystatement\\_publicprocurement\\_en.pdf](http://ec.europa.eu/dataprotectionofficer/privacystatement_publicprocurement_en.pdf).

- 15 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. 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)
- 16 You may submit any observations concerning the procurement procedure to the contracting authority using the contact means under point 9. If you believe that there was maladministration, you may lodge a complaint to the European Ombudsman within two years of the date when you became aware of the facts on which the complaint is based (see <http://www.ombudsman.europa.eu>).
- 17 Within two months of notice of the award decision, you may launch an action for annulment of the award decision. Any request you may make and any reply from us, or any complaint for maladministration, will have neither the purpose nor the effect of suspending the time-limit for launching an action for annulment or to open a new period for launching an action for annulment. The body responsible for hearing annulment procedures is indicated in Section VI.4.1 of the contract notice.
- 18 The European Union Agency for Fundamental Rights has the task of raising awareness of fundamental rights, promoting equality between men and women and preventing discrimination on the grounds of race, ethnicity, religion, age, disability or sexual orientation (according to the Equality Directives). Tenderers should be familiar with the relevant legislation, and be aware that any tenderer who can be shown to have suffered legal sanction for discriminatory practices on any of the above grounds, without prejudice to the relevant provisions of the Financial Regulation, are liable to have their tender rejected.



Michael O'Flaherty

Director

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