



23 August 2016  
(Ottawa)

Dear Sir/Madam,

Subject: EU Delegation Canada - IT Services (EEAS-158-DELCAN-FWC-SER-2016)

The European External Action Service (EEAS) is planning to award a Framework Contract referred to above. The procurement documents consist in this invitation letter, the tender specifications with their annexes including the draft Framework contract.

If you are interested in this contract, you should submit a tender in one of the official languages of the European Union Delegation to Canada. Any other document sent together with the request to participate submitted in a language other than an EU official language shall not be considered for the evaluation unless it is accompanied by a translation in an EU official language.

You must submit your tender in one original on paper and 1 paper 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 EEAS-158-DELCANO-FWC-SER – NOT TO BE OPENED BY THE INTERNAL MAIL DEPARTMENT".

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 tender must be submitted no later than 13 Sept 2016. You must use one of the following means of submission:

Means of submission	Time limit	Evidence of dispatch	Address for delivery
Post	<b>17:00</b>	Postmark	CALL FOR TENDERS <b>Catering Services - EEAS-158-DELCANO-FWC-SER</b> EU Delegation to Canada, For the attention of the Head of Administration 1900-150 Metcalfe St. Ottawa ON K2P 1P1
Courier	<b>17:00</b>	Deposit slip of courier service	
In person (hand delivery)	<b>17:00</b>	Proof of receipt, signed and dated by the duly authorised agent	

Mail can be received from 8:00 to 17:00 Monday to Fridays. The service is closed on Saturdays, Sundays and official holidays of the contracting authority.

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;
- drawn up using the model reply forms in the tender specifications.

The period of validity of the tender, during which tenderers may not modify the terms of their tenders in any respect, is 3 months from the date indicated in point 1.

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.

All costs incurred for the preparation and submission of tenders are to be borne by the tenderers and will not be reimbursed.

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 submission:

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-canada-admin@eeas.europa.eu](mailto:delegation-canada-admin@eeas.europa.eu)

The contracting authority is not bound to reply to requests for additional information received less than six working days before the date of submission 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 [http://eeas.europa.eu/delegations/canada/tenders/index\\_en.htm](http://eeas.europa.eu/delegations/canada/tenders/index_en.htm). The website will be updated regularly and it is your 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.

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.

Up to the point of signature, the contracting authority may cancel the award 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.

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.

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 Head of EU Delegation to Canada. 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 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#BDCE](http://ec.europa.eu/budget/explained/management/protecting/protect_en.cfm#BDCE) )



Stefano Fantaroni

Authorizing Officer

Annexes: Annex I - Tender specifications