



"Oportunidades de negocio para las empresas TIC con las Instituciones de la UE"

**F. García Morán
Chief IT Advisor**

European Commission

Francisco.garcia-moran@ec.europa.eu

The EU and its institutional setup

- *The EU is the result of a number of **international Treaties** since the '50s (end of World War II) (primary legislation)*
- *A unique **economic and political partnership** between 28 democratic European countries aimed at:*
 - **Creating an ever closer union among the peoples of Europe, with decisions taken as closely as possible to the citizens**
 - **Achieving peace, prosperity and freedom for the citizens in a fairer and safer world**
 - **Through its competences in a large number of areas, exercised through secondary legislation (which prevails over national law)**

EU Institutions

- To achieve these aims, the Treaties set up a number of *EU Institutions, Agencies and Other Bodies (EUIs)*:
- A “*core*” of 7 Institutions (European Council, Commission, EP, CoJ, CoA, ECB) based in *Brussels / Luxembourg / Strasbourg / Frankfurt*
- Various layers of *other types of EUIs* (40-80 depending on how they are counted !) *scattered* throughout the *28 Member States*
- *Supranational character of the EU: the Commission is the “engine” behind European integration.*

EU Policies (Lisbon Treaty)

EXCLUSIVE COMPETENCES

Customs Union
Competition
Monetary
Marine resources
Commercial policy
International agreements (AETR)

SHARED COMPETENCES

internal market energy
 social freedom, security and
 cohesion justice
 agriculture and public health
 fisheries (except **research and**
 where exclusive) **technological**
 environment **development**
 consumer space
 protection development
 transport cooperation
trans-European networks humanitarian aid

SUPPORT ACTIONS

Human Health
Industry
Culture
Tourism
Education, vocational training, youth and sport
Civil protection
Administrative cooperation



Smart

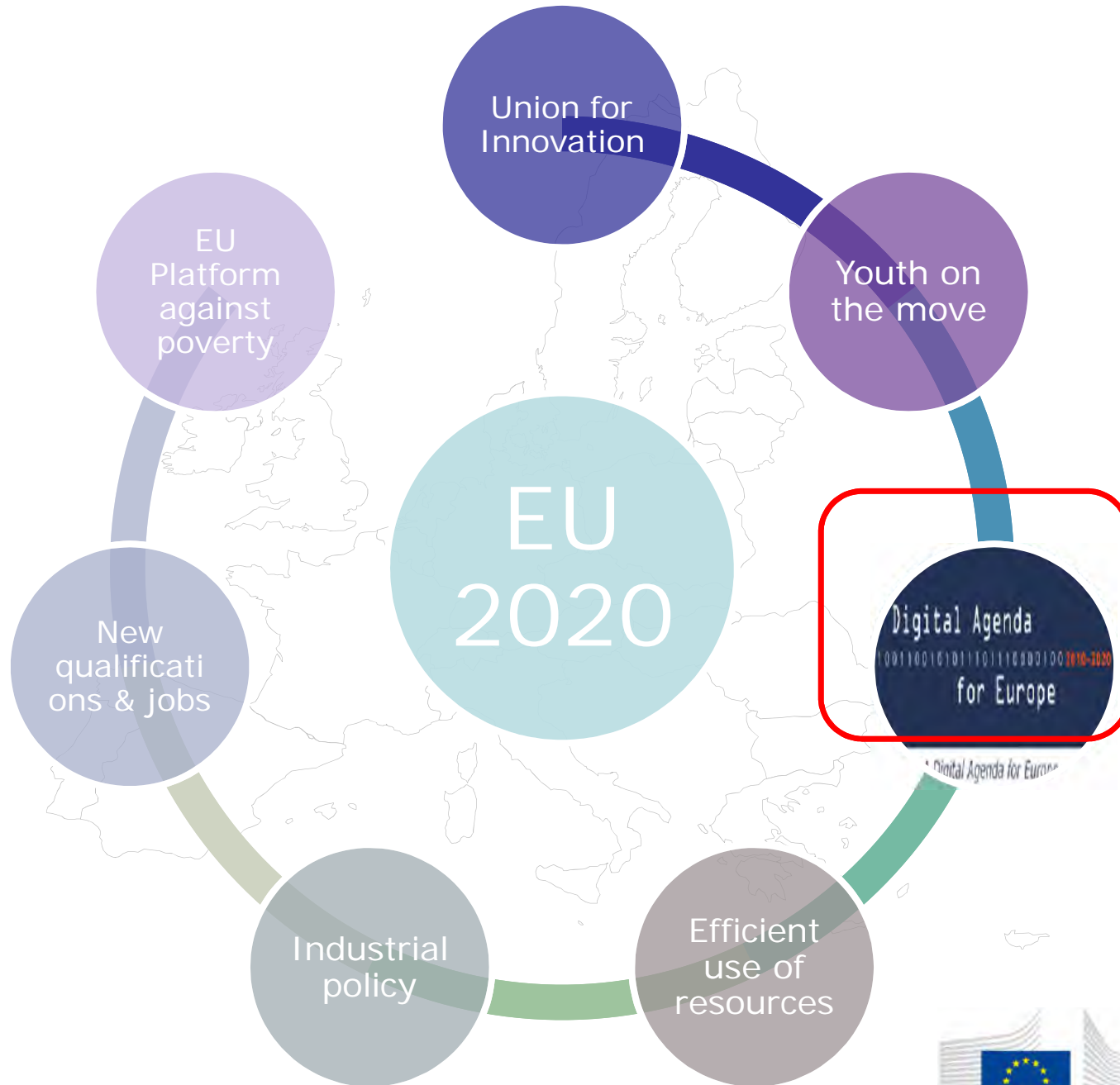
developing an economy based on knowledge and innovation

Sustainable

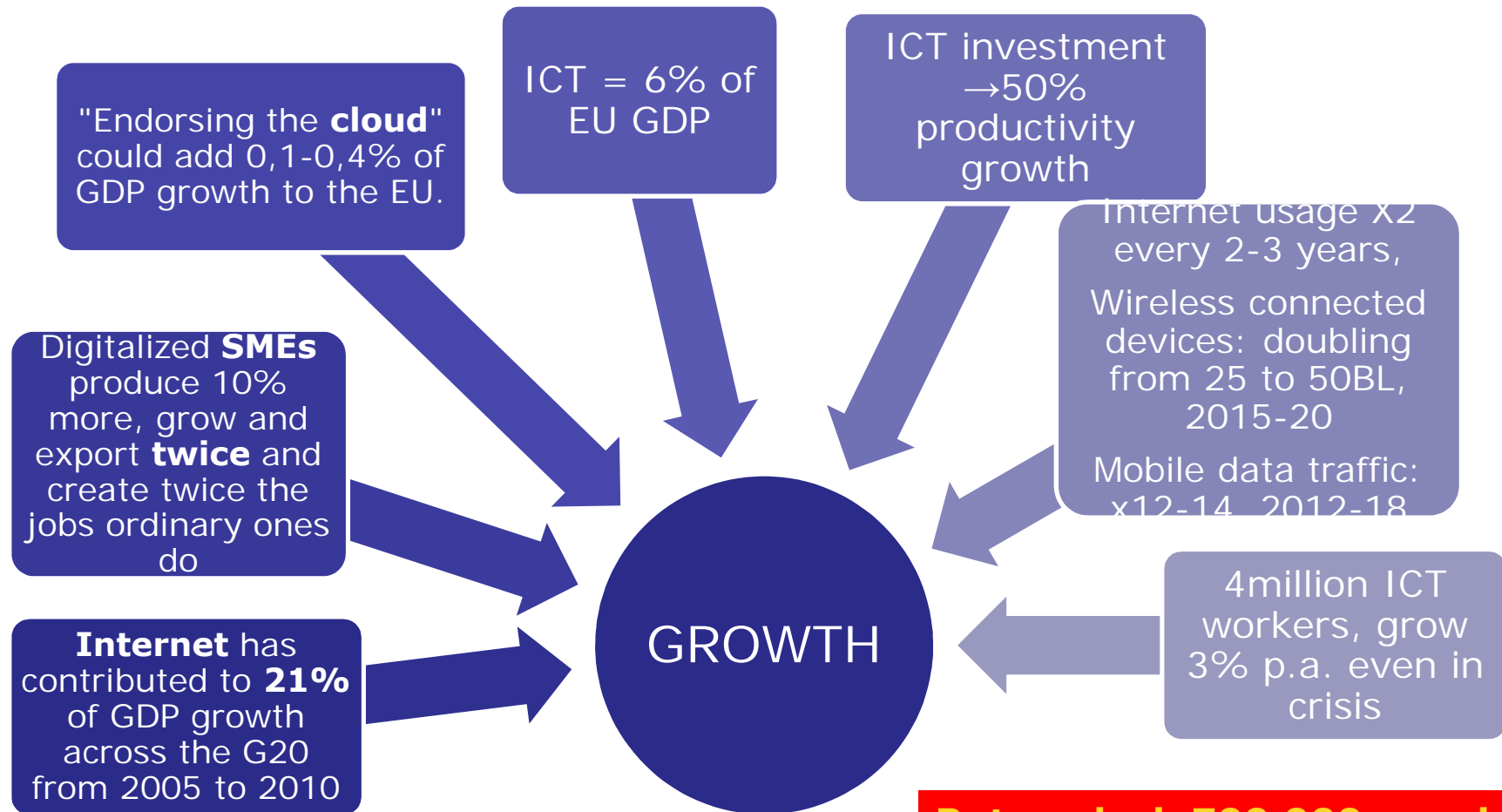
promoting a more efficient, greener and more competitive economy

Inclusive

fostering a high-employment economy delivering social and territorial cohesion



Does ICT matter ?

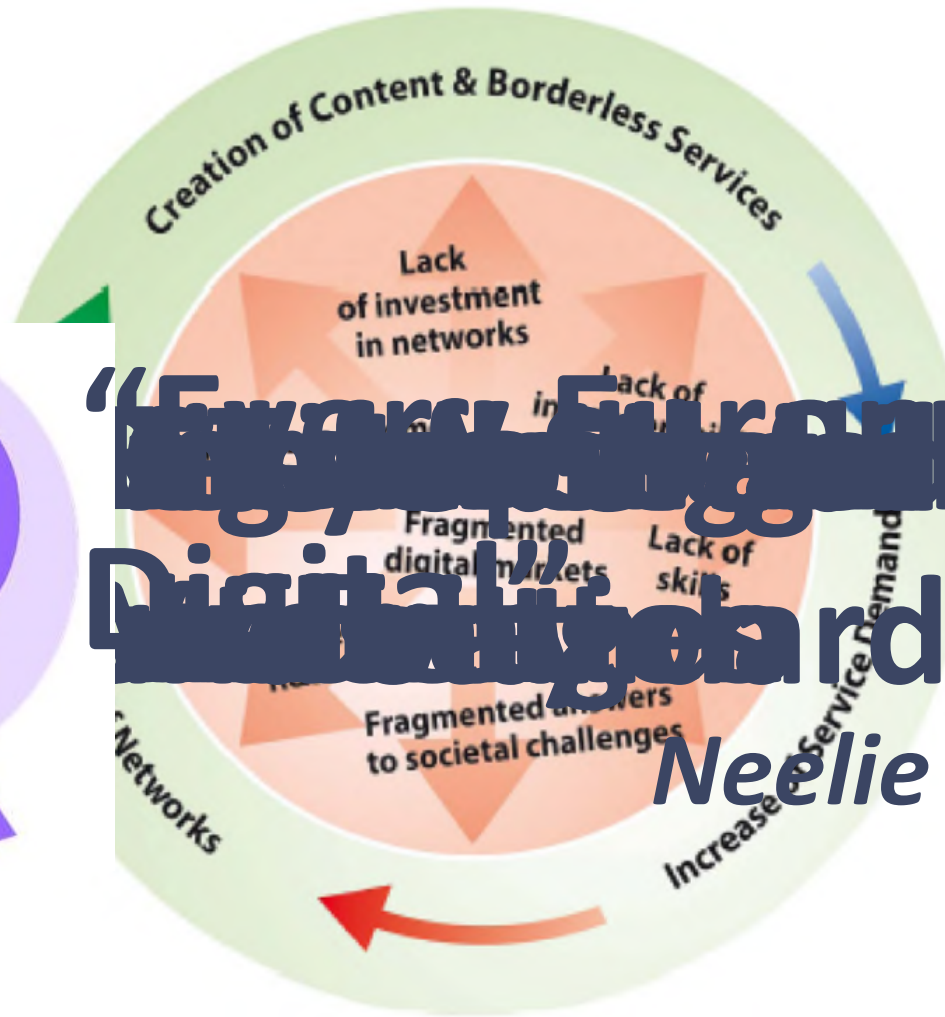


But we lack 700.000 people!



“Every European Digital Standards”

Neelie Kroes



Digital Single Market

Interoper. & standards

Trust & security

Very fast Internet

Research & Innovation

Enhancing e-skills

ICT for social challenges



To whom?

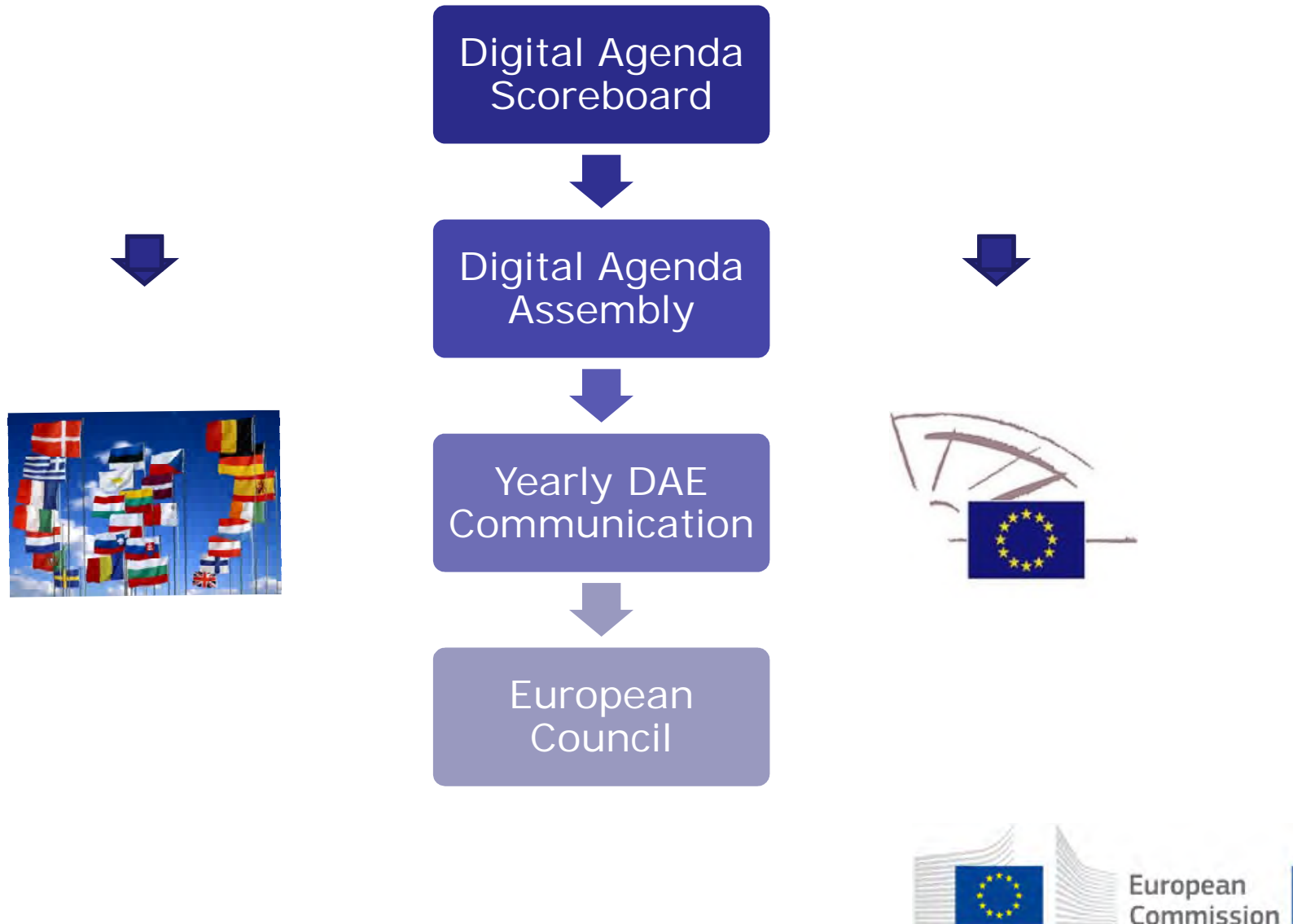


How?

101 actions

31 legal proposals

Governance



Progress to date on the 101 actions



- 30 Completed

- Rest on track

- 15 Delayed

But "ticking" the box is not enough

Monitoring country progress – explore open data



Digital Agenda Assembly



Connecting with local stakeholders



Key Transformative actions (DAE Review 12/2012)

1. Create a new and stable **broadband regulatory environment.**
2. New public **digital service infrastructures** through Connecting Europe Facility (**CEF**) loans
3. Launch Grand **Coalition on Digital Skills and Jobs**
4. Propose **EU cyber-security strategy** and **NIS** Directive
5. Update EU's **Copyright Framework**
- 6. Accelerate cloud** computing through **public sector** buying power
7. Launch new **electronics industrial strategy** – an "Airbus of Chips"



La organización de las TIC en las Instituciones de la UE



ICT in the European Institutions

*Each Institution has its **own IT team & organisation***

- **Responsible for the delivery of their IT services and the development of their information systems**
- **Varying degrees of IT maturity**
- **Shared services on a voluntary basis**

*Global **coordination** by the "**Comité Informatique Interinstitutionnel**" on*

- **ITC infrastructure**
- **Common IT services (e.g. product management, IT architecture, Calls for Tenders & Contracts, etc)**
- **Information Systems Hosting**
- **Shared Applications**

Background (1)

- **Mandate**

- ✓ Exchange of information on IT at top management level
- ✓ Identify, promote and follow-up synergies
- ✓ Ensure consistency of platforms

- **Reporting period**

- ✓ Report on year Y done during Q1 or Q2 in Y+1
- ✓ Report on 2012 will be done in May 2013

Background (2)

- **Members**

- ✓ Three new members added recently: **EEAS** , **Council of Europe**, **ESA**
- ✓ Presently: **9 EU Institutions/Bodies** + **EU Agencies** through a joint representative + **4 non-EU bodies** (Eurocontrol, EPO, Council of Europe, ESA)
- ✓ *De facto*, the CII is the main platform gathering the CIOs of international organisations in Europe (including outside the EU framework).
- ✓ Chaired by the Commission

- **Meetings**

- ✓ **3-4 meetings** per year, mostly monographic (cf. Working method)

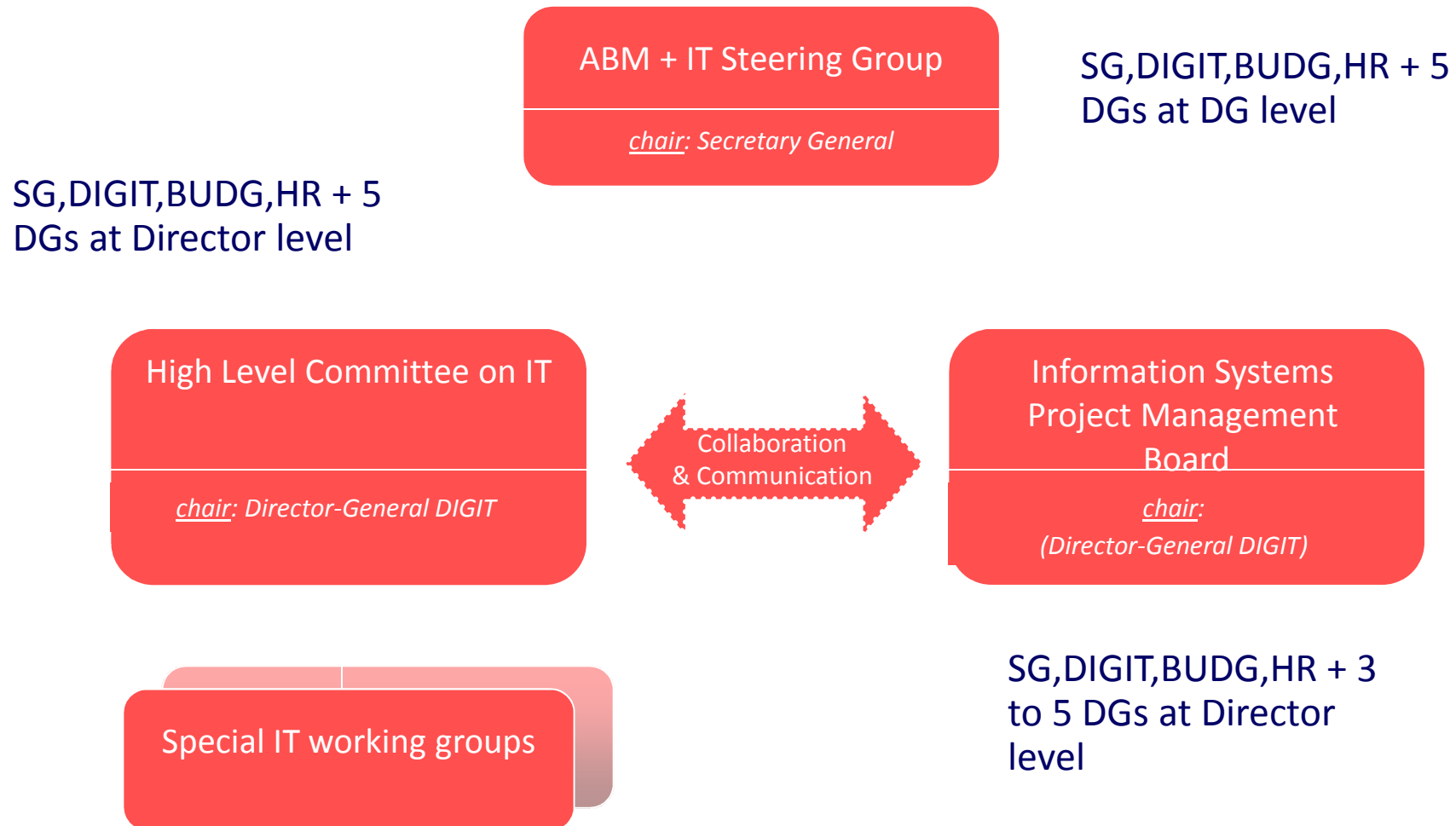
- **Subgroups**

- ✓ Currently 5 +1 temporary Task-Force
- ✓ Chairpersons distributed across the EU Institutions

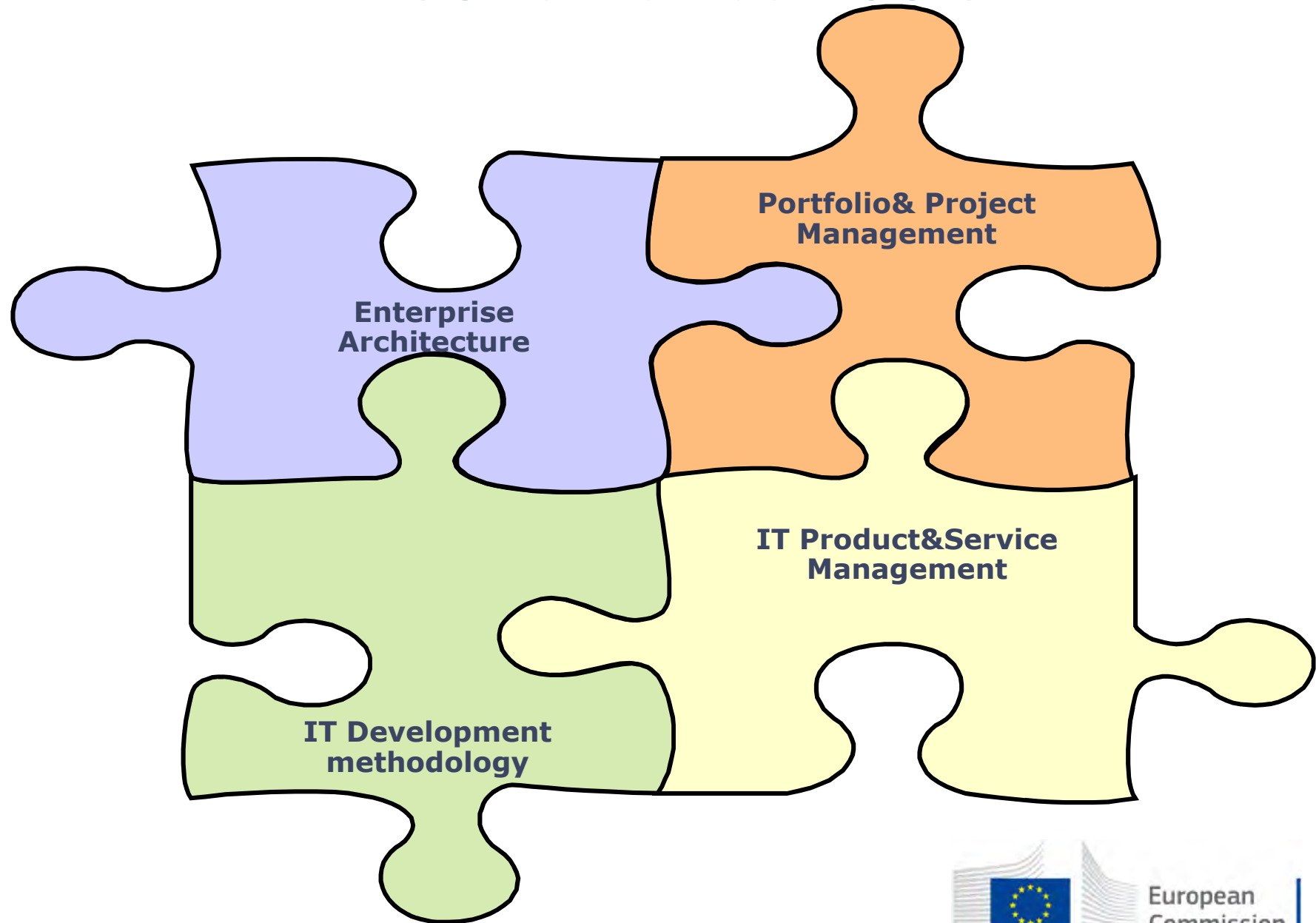
ICT organisation @ EC

- **Hybrid Model:**
- **Directorate-General for Informatics - DIGIT**
(approx. 470 officials and 1000 external staff)
 - Corporate IT services
 - IT Strategy and Coherence
 - Development of Corporate Information Systems (IS)
 - IT Support (2nd level), Corporate Logistic Services, Corporate Contracts and Budget Management
 - Development of policy oriented IS on request
- **Local Organisations** (approximately 650 staff)
 - Management of local IT infrastructure
 - IT User Support (1st level) (except those in ITIC)
 - Development of Information Systems in support of EU operational policies

New governance structure. Who?



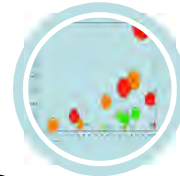
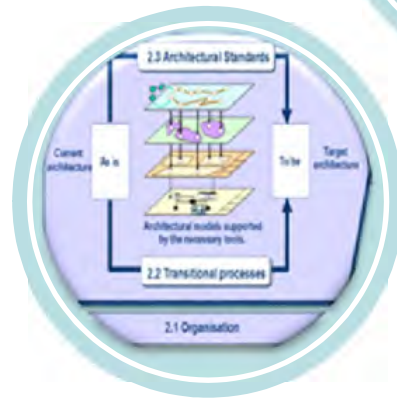
IT Governance Tools



EC's Internal Core Competences

- *ITC Strategy*
- *Enterprise Architecture*
- *Project Management*
- *Service Management*
- *Technology/Product Management*
- *Contract Management*
- *Customer Relationship Management*

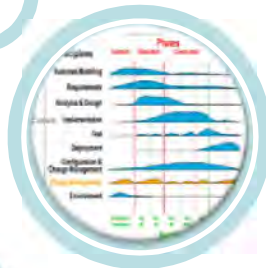
Enterprise
Architecture



IT Dashboard



IT Product & Service
Management



IT Development
Methodologies



Portfolio & Project
Management

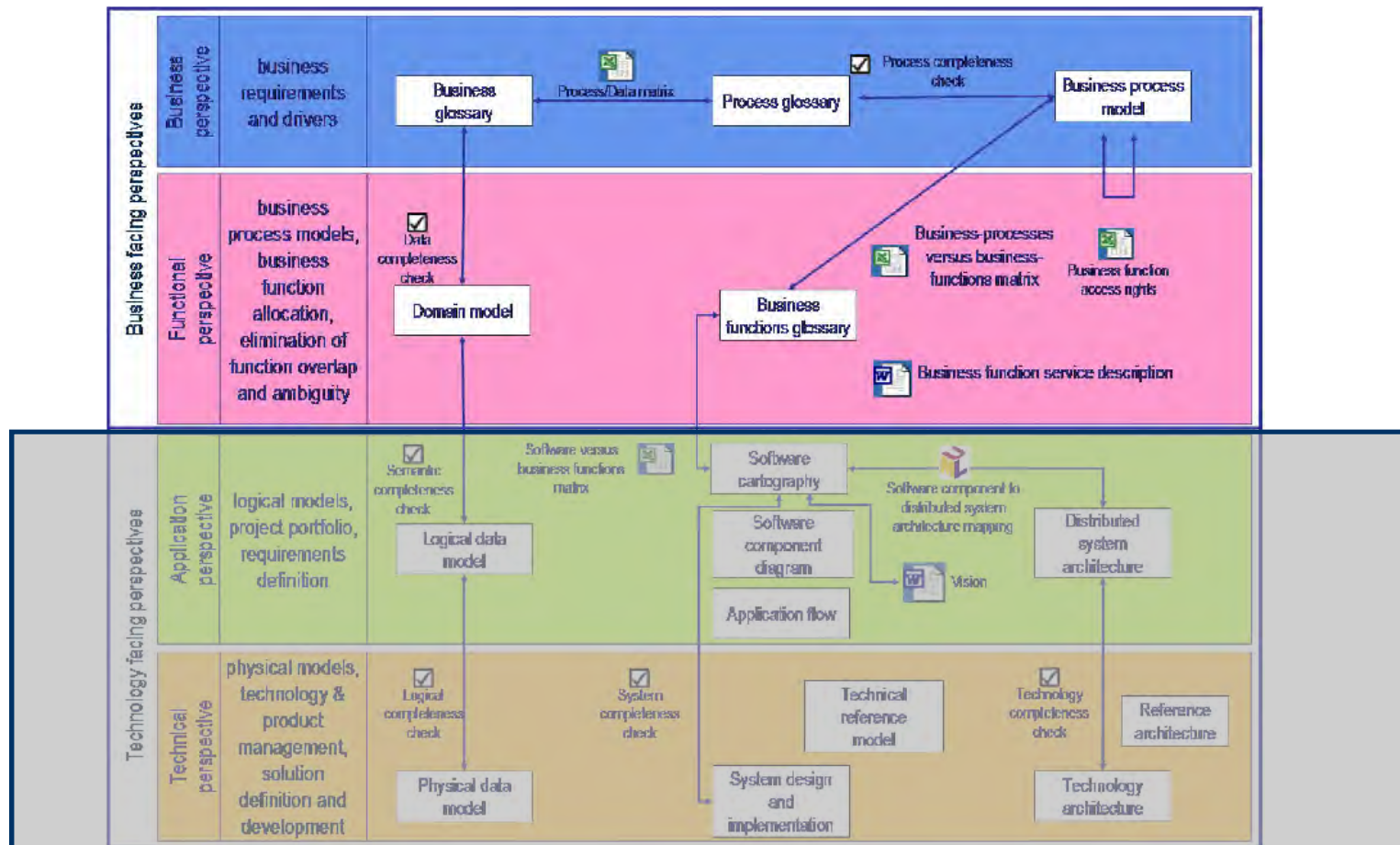
Product Management



To define, implement,
support and continuously improve
the **IT infrastructure**

for the computing and office automation systems of the
Institution.

Commission Enterprise Architecture Framework (CEAF)



Product Management Services

- *Product Management is*
 - **Select, procure, implement and support (technical and contractual)**
 - **the hardware & software tools needed to**
 - **build the reference platforms**
 - **for developing & deploying Information Systems & office and collaborative solutions;**
- *Reference Configurations: Secure, Robust & Easy to Deploy*
- *Objectives for building*
 - **Manageable**
 - **Interoperable**
 - **Homogeneous IT platforms**

Product Management Elements

- **In / Out Scope**
 - End User
 - Building Blocks
 - Building Tools
 - Standards, protocols, interfaces, profiles
 - **No Information Systems Custom Development**
- **Why : multi-criteria optimisation**
 - Functional requirements
 - International standards
 - Architecture at EC
 - Integration & Complementarity
 - User Friendliness & Multilingual & WAI
 - Strategy
 - Financial & Contractual
 - Services
 - ...



Product Governance & Taxonomy

- *Organisation*
 - **Product Manager (DIGIT)**
 - **Ad-hoc work group (DG's) during selection, phase-out, changes of specs**
 - **Product Family Management (Product Meetings) : (Co-Mgt : DIGIT + DG)**
 - **DIGIT management**
 - **CTI (Comité Technique Informatique : all EC Information Resource Managers)**
 - **HLCIT : Business Impact**
- *Classes*
 - **Class A : protocols, interfaces, norms, standards**
 - **Class B : General interest, Economy of scale, Common IT culture, Central support**
 - **Class C : specific needs , no guaranteed support**
- *Status*
 - **EV : evaluation**
 - **OP : operational**
 - **PO : phase out (functional, technical, economical) (extended support, migration)**

Product Life Cycle Phases

- *Selection*
 - **Needs analysis Requirements gathering**
 - **Market Survey**
 - **Specifications**
 - **Evaluation (criteria)**
 - **Procurement Procedure (call-for-tender, ...)**
 - **Shortlist + Proof of concepts**
 - **Contracting (framework + specific) → Key enabling driver for implementation**
 - **Pilot Use**
 - **Acceptance**
- *Operational*
 - **Order Process : Acquisition**
 - **Planning (phase-in) + Implementation**
 - **Installation & Logistics**
 - **Training**
 - **Support**
 - **Security**
 - **Documentation**
 - **Maintenance**
 - **Quality Assurance & Follow Up**
 - **Communication – User Group – Vendor Meetings**
- *Phase-out*
 - **Migration + extended support + declassification**

Assessment Criteria

Characteristic	Sub-Characteristic	Relevance (High/Medium/Low)
1.Functionality	1.1 Suitability	H
	1.2 Accuracy	M
	1.3 Interoperability	H
	1.4 Compliance	M
	1.5 Security	M
2.Reliability	2.1 Maturity	M
	2.2 Fault tolerance	M
	2.3 Recoverability	H
	2.4 Compliance	M
3.Usability	3.1 Understandability	L
	3.2 Learnability	M
	3.3 Operability	H
	3.4 Attractiveness	L
	3.5 Compliance	L
4.Efficiency	4.1 Time behavior	M
	4.2 Resource utilization	M
	4.3 Compliance	L

Characteristic	Sub-Characteristic	Relevance (High/Medium/Low)
5.Maintainability	5.1 Analyzability	L
	5.2 Changeability	M
	5.3 Testability	L
	5.4 Compliance	L
6.Portability	6.1 Adaptability	M
	6.2 Installability	H
	6.3 Replaceability	M
	6.4 Co-existence	H
	6.5 Compliance	H
7. Quality in use	7.1 Effectiveness	H
	7.2 Productivity	M
	7.3 Safety	M
	7.4 Satisfaction	M

Procurement (see later !!!)



The authorising officer, the accountant the verifier and the initiator

Product Management : Product Families



- *Hardware and Operating Systems*
 - Servers, Desktops, Laptops, PDA's, printers, scanners, ...
 - Unix, Linux (Red Hat), MS-Windows
 - Storage Configuration + Backup
 - Anti-virus, pc-configuration
 - Web browsers, plug-ins
- *Office Automation and Document Management*
 - Documents + OCR + PDF
 - Multilingual tools + HTML authoring
 - Web content mgt, collaboration, communication
 - Project mgt, speech recognition ...
- *Information Systems Infrastructure*
 - Database Servers
 - Document Management, Search Tools
 - Programming Languages (3th ,4th), Frameworks, Case Tools
 - Web Servers, Application Servers, Portal and Workflow Servers
 - Reporting, XML Tools, Electronic Forms, Geographical IS, Packages



Commercial, OSS and mixed solutions

Product Family : Hardware

- *PDAs*
- *Notebooks*
- *Desktop PCs*
- *Printers, copiers*
- *Servers, Storage*



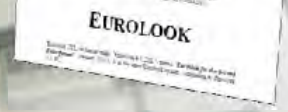
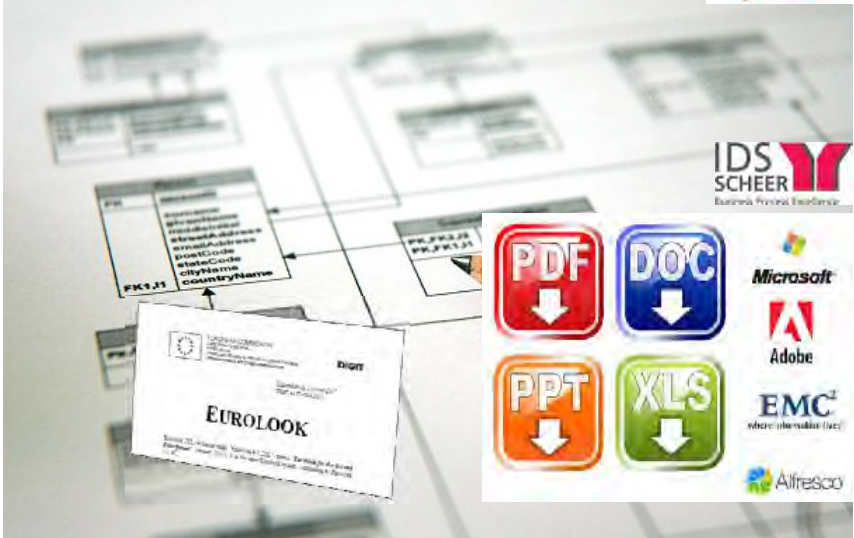
Product Family : Basic Software



Product Families : IS Infrastructure & Office Automation

- *Technology Watch*

- Database
- Web Development
- Search Technology
- Knowledge Management
- Geographical Information
- Business Intelligence
- Document Automation
- Collaboration



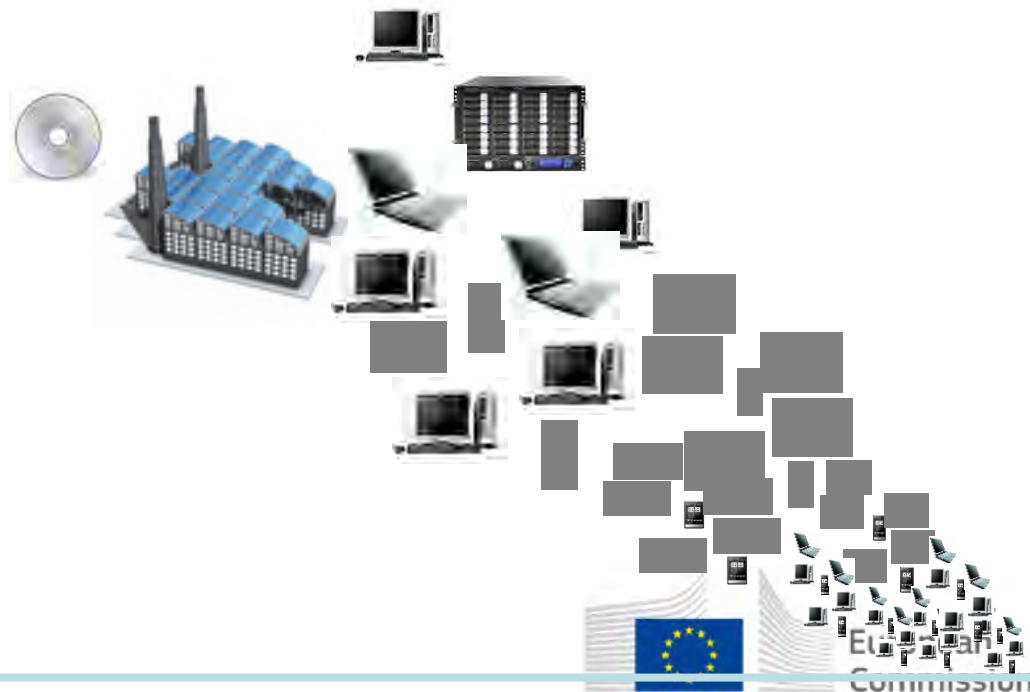
The Reference Configuration Service

From



To

A toolkit to set up easily all devices...
and solutions for automated mass
installation



2nd Level helpdesk (HD) support



Product Management: Conclusions

- *The EC's PM service has been an excellent tool in order to harmonise IT Infrastructure*
 - **Product/Solutions with a very high internal acceptance (Oracle, BO, Powerbuilder, ColdFusion,)**
 - **The deployment of a product/solution needs to be accompanied with a good service**
- *PM has to be understood within the following context*
 - **A decentralised administration**
 - **A public administration**
 - **The constraints imposed by the financial regulations (always a challenge !)**
 - **The efficient instrument of framework contracts**

Open Source Software



Open-source software (OSS) is computer software that is available in source code form and is provided under a software license that permits users to study, change, and improve the software.

Open source software is very often developed in a public, collaborative manner where a programmer creates a program and makes it available for others to use, as well as modify the source code and redistribute the modifications to the software user/developer community.

Open Source **does not mean FREE OF COST!**

Open source strategy

- *Use OSS if a benefit is expected.*
- *Consider OSS solutions next to the commercial ones.*
- *OSS preferred for information systems deployed outside the EC infrastructure.*
- *Strategy available at:*
http://ec.europa.eu/dgs/informatics/oss_tech/index_en.htm



EUROPEAN
COMMISSION

2001 ... 2010



European
Commission

... Software Park ("blend and co-exist")



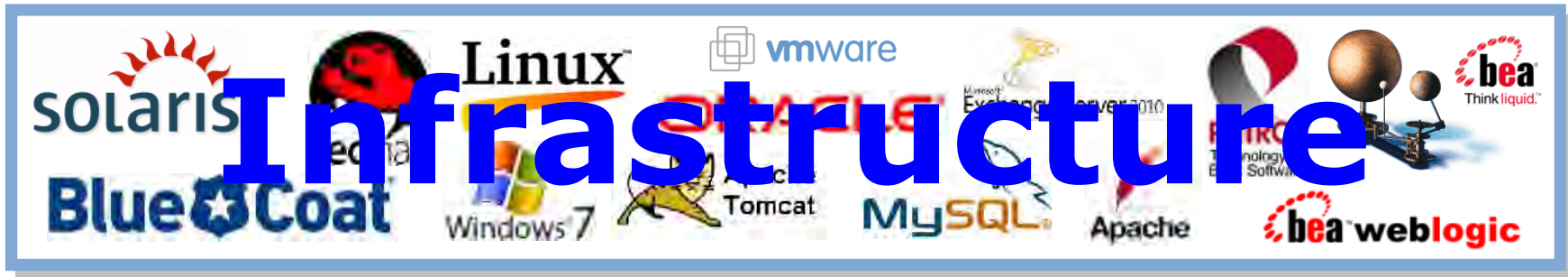
Business Apps | **Office Automation**

This block contains logos for various business and office applications. On the left, under 'Business Apps', are logos for HRM forms, Syslog Web Formation, and SFC 2007. On the right, under 'Office Automation', are logos for Eclipse, Office 2010, McAfee Security, QuickTime, and Firefox.



Development & Management

This block features logos for development and management tools. On the left, it includes Java, Spring, php, perl, CF, and Fx. In the center, there are logos for Apache Derby, Oracle Coherence, Rational ClearQuest, and Peregrine. On the right, it shows logos for Alfresco, Confluence, Documentum, Bb, and CAS.



Infrastructure

This block displays logos for infrastructure and operating systems. On the left, it includes Solaris and Blue Coat. In the center, there are logos for Linux, Windows 7, Tomcat, MySQL, and Apache. On the right, it features logos for VMware, Oracle Exchange Server 2010, and Beasoft (with the tagline 'Think liquid').

Contratar con la Instituciones de la UE

Current legal framework for procurement

For Members States

Directive 2004/17/EC
("Utilities")

Directive 2004/18/EC
("Public Sector")

Directive 2007/66/EC
("New Remedies")

+ International agreements
(WTO / GPA, etc.)

For EU Institutions

Included in the general
EU budgetary package :
Financial Regulation and
its Rules of Application

Inspired by the
"Public Sector" and the
"New Remedies" Directives

Future legal framework for procurement

For Members States

Directive 2014/25/EU
("Utilities")

Directive 2014/24/EU
("Public Sector")

Directive 2007/66/EC
("New Remedies")

 International agreements
(WTO / GPA, etc.)

For EU Institutions

Included in the general
EU budgetary package :
Financial Regulation and
its Rules of Application

Expected
to enter into force
as from January 2016

Legal framework for joint procurement ?

And what legal framework for joint

PAST **procurement ? 2006**

PRESENT

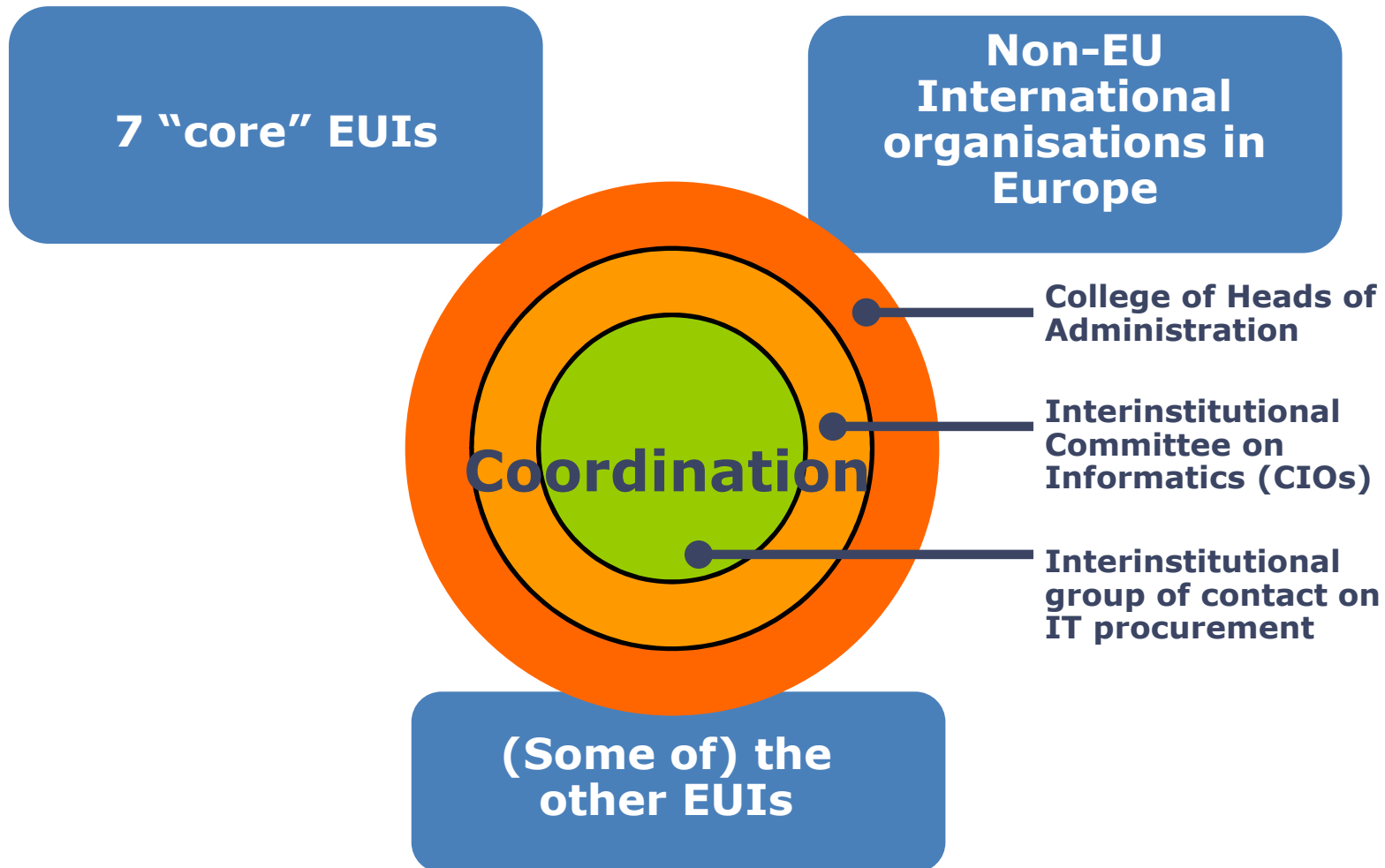
Until 2006

- ⊙ "awarding sovereignty"
- ⊙ Collaboration existed but is based on pragmatic approaches

Since 2006-2007

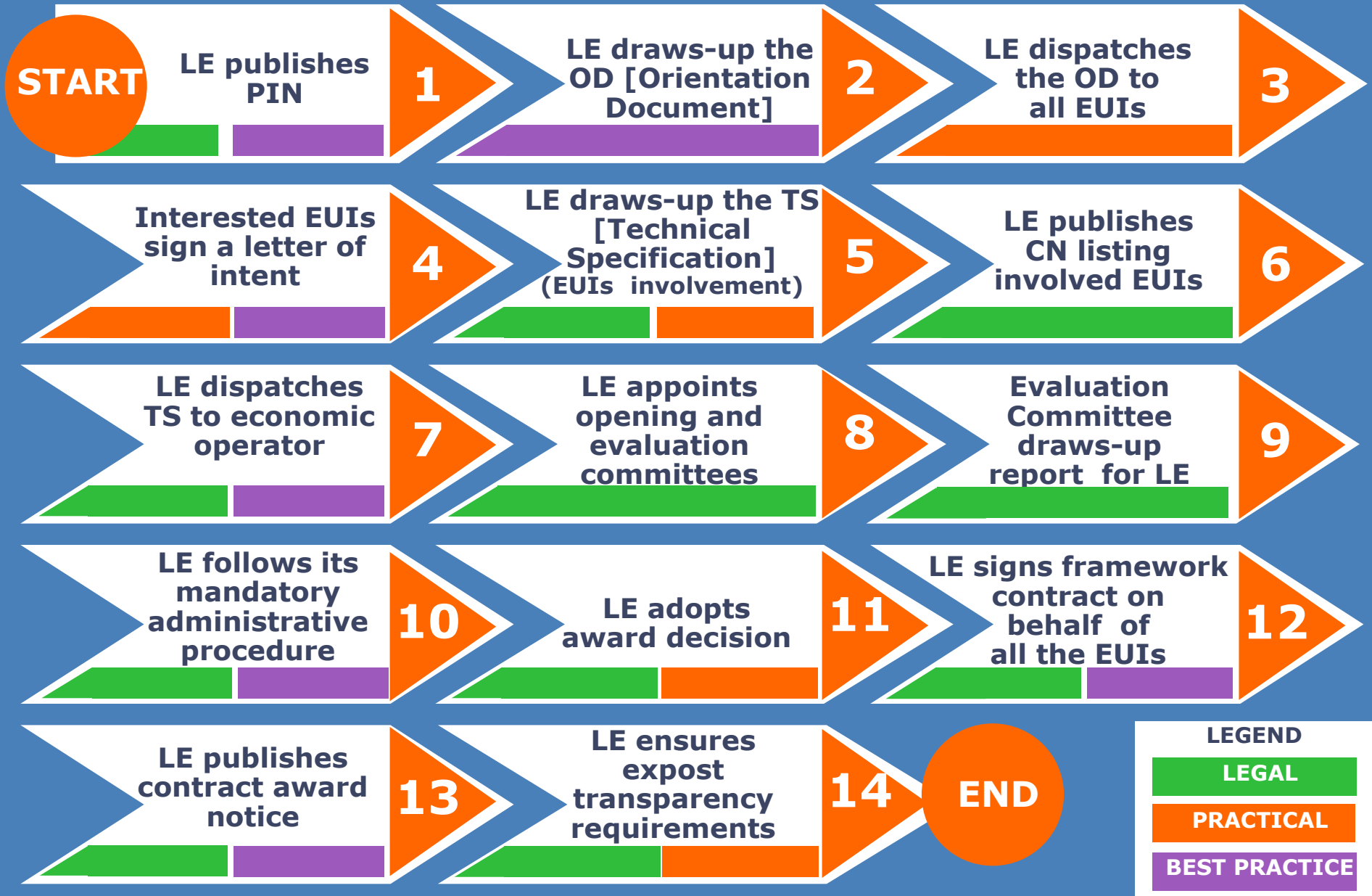
Legal texts are updated and take into account the collaboration between EU institutions for procurement.

The structures for co-operation



The structures for co-operation

A "typical" joint IT procurement procedure



A “typical” joint IT procurement procedure

1. LE publishes PIN with “early interinstitutional warning”
2. LE draws up “Orientation Document” (OD)
3. LE dispatches OD to all EUIs
4. EUIs willing to participate sign a letter of intent laying down explicitly their rights and obligations
5. LE draws up Technical Specifications (TS) with help from other EUIs
6. LE publishes CN listing participating EUIs
7. LE dispatches TS to economic operator including full volume breakdown and details per EUI
8. LE appoints opening and evaluation committees including members from the other EUIs
9. Evaluation Committee draws up report for LE
10. LE follows its mandatory administrative procedure (plus optional steps, e.g. opinion of an external advisory group)
11. LE adopts award decision, valid for all EUIs, stating their respective market volumes
12. LE signs framework contract on behalf of all the EUIs
13. LE publishes contract award notice with total interinstitutional volume
14. LE aggregates information from other EUIs at regular intervals to ensure quality performance (e.g. on liquidated damages ...) and consumption follow-up

what about contract performance?

A “typical” joint IT procurement procedure (2)

- ★ **A priori impossible for an EUI to commit credits for another EUI**
- ★ **But framework contracts are a very suitable instrument which enables an essentially decentralised performance, e.g.:**
 - ★ Placement of orders
 - ★ Payment of invoices
 - ★ Dealing with (local / minor) performance problems
 - ★ Transparency requirements
- ★ **Yet keeping a central overview: reporting obligations to LE at regular intervals**

what about Framework Contracts (FWC's)?

A "typical" joint IT procurement procedure (2)

- ★ In principle, all interinstitutional contracts are FWC's, i.e.: unit prices are defined, but quantities are not.
- ★ FWC's can be:
 - ★ With one contractor (=consortium) **or**
 - ★ With several contractors (min. 3):
 - ★ In a cascade **or**
 - ★ With reopening of competition
- ★ In "cascade" FWC's, contracting authority must follow call order fixed at the moment of contract award. Thus, typical share of contract volume:
 - ★ 1st contractor: $\approx 70\%$
 - ★ 2nd contractor: $\approx 20\%$
 - ★ 3rd contractor: $\approx 10\%$

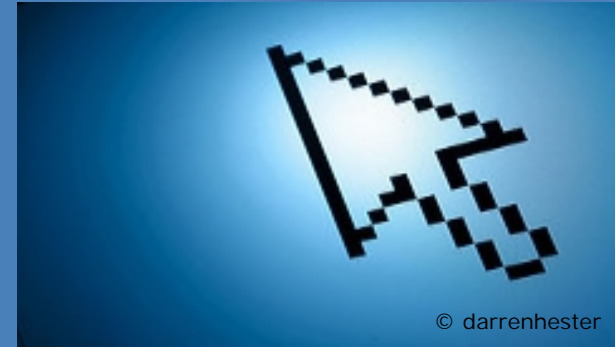
Some significant achievements

Hardware



Convergence

Software



Unity

Telecom



Major saving

BENEFITS

Services



Emerging benefits

What's next ?

A paperless procurement cycle

Reducing manual interactions

Saving time

Reducing payment delays

Encouraging businesses to participate

**DIGIT's e-
procurement
Project**

Some Statistical Data

But do not forget what said this man



There are three kinds of lies: lies, damned lies, and statistics.

Benjamin Disraeli



attitude makes the difference

I want to thank you for sharing the work

Disclaimer: Figures are of the sole responsibility of the provider

0. Goals of the Study

European Authorities are one of the biggest Europe buyers of IT services. With the aim of satisfying their IT needs, every year they manage a **billionaire budget** and award contracts to its different suppliers.

With this study we try to analyse the potential of the market, observing its **evolution** throughout the years and identifying the main **characteristics** and **trends** that can be figured out from it.

In this presentation we will introduce the different European Authorities and analyse their **behaviour** when awarding, obtaining **useful data** from it regarding the number of contracts per year, volume and main actors of the market.

This study will also give us an idea of the main suppliers working for the European Institutions and their position in the market.

Last, this study analyses the concrete situation of Spain, its Regions and suppliers.



1. Introduction

Data source- Collection data procedure

The information has been gathered from the website “TED – Tender Electronic Daily” <http://ted.europa.eu>

Research criteria:

- **Dates:** from 1st of January 2009 to 31th of December 2012
- **Type of authority:** European Institution DG’s, Agencies and International Organisations such as OPOCE, European Parliament, European Council, European Investment Bank, European Central Bank.
- **Countries:** Belgium, Luxemburg, Netherlands, Spain, Portugal, Italy, United Kingdom, Germany, Poland, Sweden and Finland. Those are the countries where the main European institutions are located.
- **Type of document:** Only contract award documents has been analysed.
- **Type of Services:** (by CPV code*)
 - CPV 72: IT services: consulting, software development, Internet and support
 - CPV 48: Software package and information systems (it will be treated as CPV 72)
 - CPV 73: Research and development services and related consultancy services



1. Introduction

Statistical Data Treatment

With the aim of homogenize the collected data, a set of rules have been defined. This guideline proposes different formulas, for every situation, for splitting the total amount of the contract among its awarded participants

- For contracts in cascade, the next formula has been applied:
 - Contracts with a value < 15 million euro:
 - 95% for the first contractor
 - 5% for the second awarded
 - Contracts with a value > 15 million euro:
 - 80% for the first contractor,
 - 15% for the second one and
 - 5% for the 3rd awarded

in case of 4 contractors the formula is 80%-10%-5%-5%
- In case of call for tenders with several winners in competition, the amount awarded has been divided and assigned in an equitable proportion among the different parties.
- For Consortiums, the amount has been split in a equitable way between all the companies.

Since we want to show the most accurate picture of the market, the contracts awarded to **everis** shows the **real** amounts and distribution awarded to the company and the Consortium members if applicable.

Observations to take into account:

- Subcontractors have not been taken into account as the information is not provided in the contract award.
- Companies' origin is based on how they have bid for the tender and not on where its real headquarters are located.
- Contracts are classified according Contract award publication date in TED (not contract notice publication date).

2. By Authority

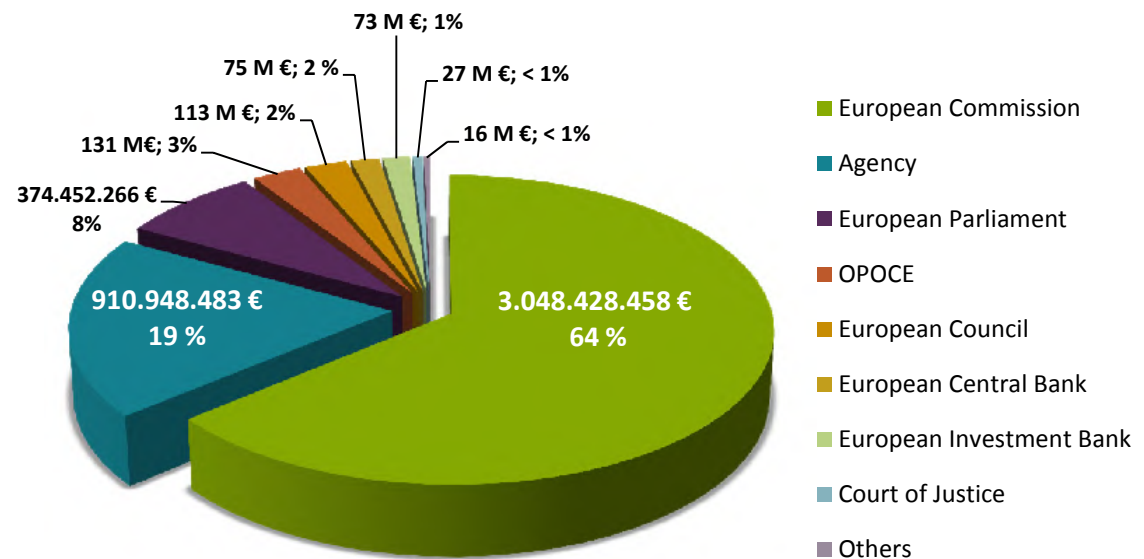
Amounts awarded by authority

During the period 2009-2012, European Authorities have awarded a total of **4.760.107.998 €** for contracting IT and consulting services.

Over **85%** of this budget, belongs to services that encompass **CPV 72**: IT & consultancy services + software packages, while the remaining **15%** concerns to **CPV 73**, R&D and consultancy services.

- The **European Commission**, which is composed of 33 DGs with separate competences, is the largest contractor of IT services. It has assigned more than **3.000 M€**, which represents around **65%** of the total value of the contracts.
- **Agencies** represent almost the **20%** of the total amount awarded, followed by the **European Parliament (8%)**.

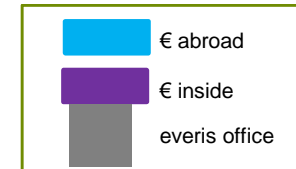
DGs and agencies represents **83%** of funds, leaving in the background the rest of the authorities which bring together **17%** of the contracts



*Others includes: ANTSO-E, Committee of The Regions, European Economic and Social Committee, European Court of Auditors, Financial Mechanism Office, Fuell Cells , Hydrogen Joint Undertaking, Institute for Health and Consumer Protection and SNV Nederlandse Ontwikkelingsorganisatie

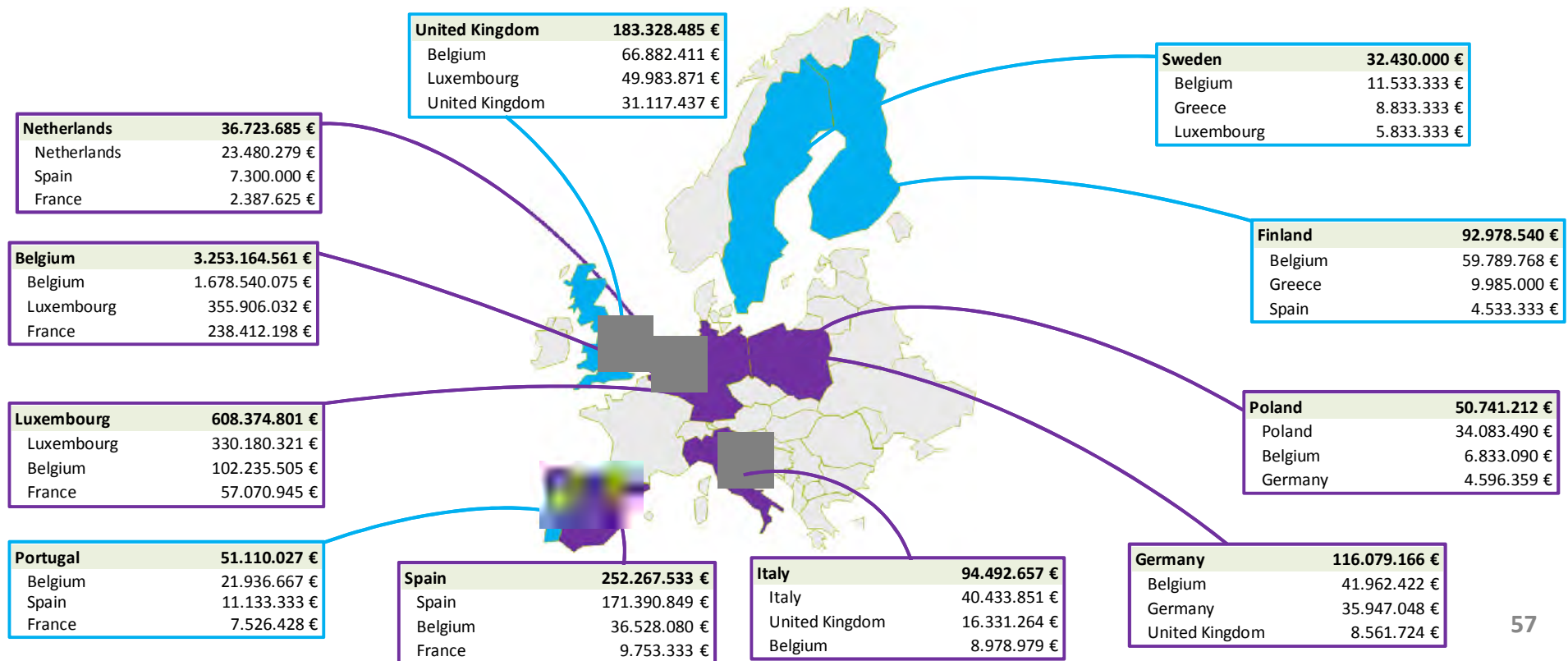
2. By Authority

Awarded Countries



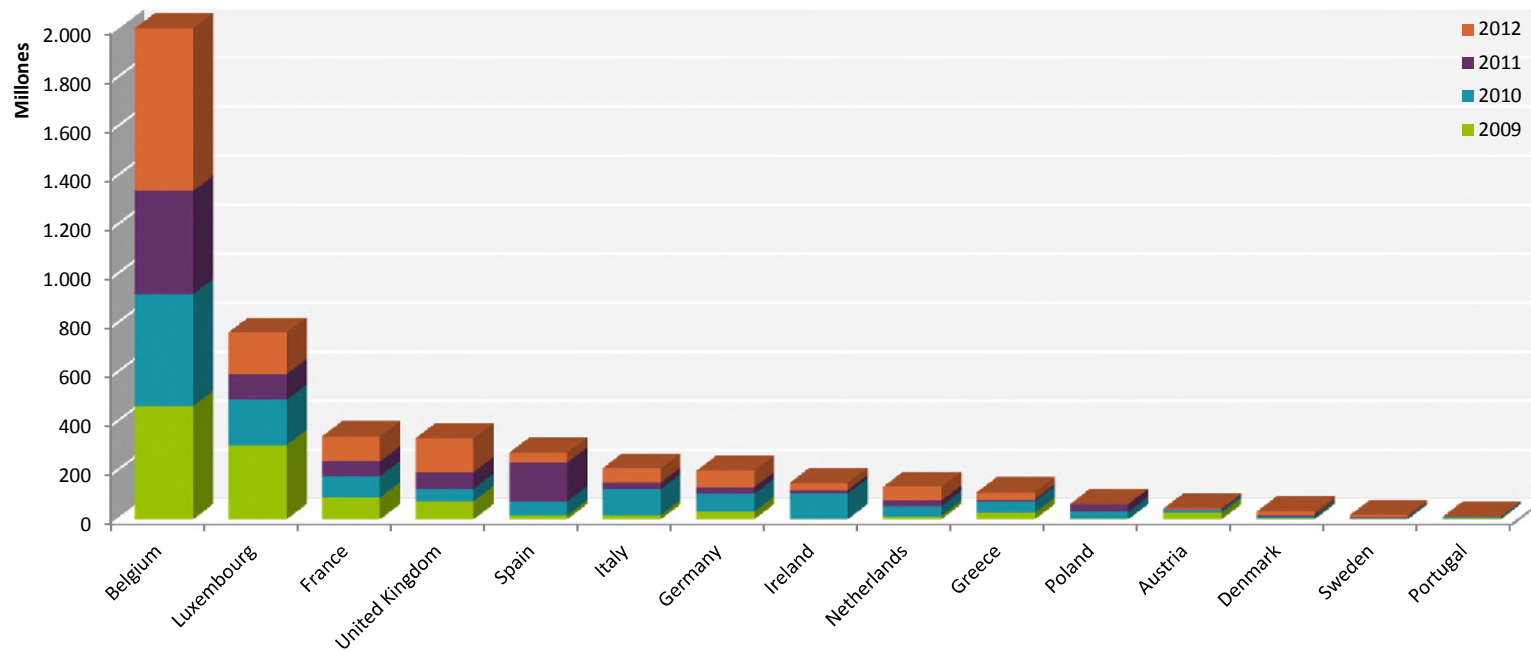
Thanks to this map we can view the **flow of money** from the analysed authorities to the country where contracts are awarded.

We have find out that there are some countries that award most of their contracts to local companies, while some at some other countries tend to import services from abroad. This is the case of **UK, Sweden, Finland or Portugal**.



4. By Country

Ranking of countries most awarded



Belgium and **Luxembourg** are the countries with more awarded amounts for its companies. We should remind that in the study the address of companies is based on how they have identified themselves in the tender and not on its real headquarters' location.

Spain holds the fifth position, providing IT services to the European institutions. The main contributions for that is the award of DESIS, OHIM, STIS and other contracts which have been awarded to Spanish companies.

5. Spain

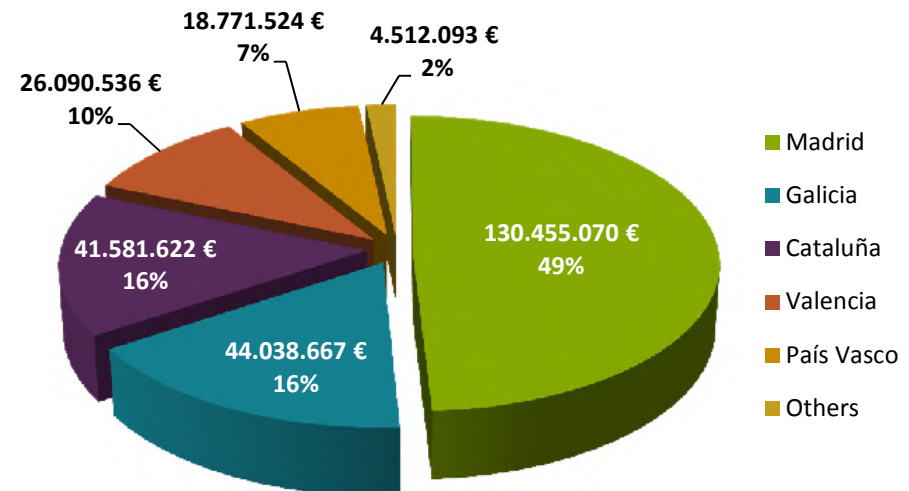
Amount awarded in Spain by Region

Spanish companies have been awarded with a total sum of **265M€**. The most awarded regions for the Spanish IT services contracts in the EU have won the 98% of the contracts, and those are: **Madrid, Cataluña, Galicia, Valencia and País Vasco**.

The reason why Madrid covers **49%** of the market is explained by the location of the headquarters in the city.

It should be pointed out that the sum awarded to Madrid, Galicia and Cataluña, covers about **80%** of the Spanish market.

	AMOUNT AWARDED
Madrid	130.455.070 €
Galicia	44.038.667 €
Cataluña	41.581.622 €
Valencia	26.090.536 €
País Vasco	18.771.524 €
Navarra	1.564.336 €
Asturias	1.298.333 €
Andalucía	550.000 €
Castilla la Mancha	462.000 €
Malaga	270.757 €
Castilla-Leon	266.667 €
Aragón	100.000 €
TOTAL	265.449.512 €



Where to search?

This site is a part of  **Simap** Information about European public procurement

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SIMAP TED eNotices

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TED – Business opportunities in Europe

All public tenders above specific contract values must be published in the *Supplement to the Official Journal of the European Union (S series, Official Journal S or OJ S)* and published throughout the EU.

The *Official Journal S* is available exclusively in electronic format and is accessible:

Access to TED is free of charge.

In addition to current tenders, the TED database allows access to the archives for the past five years of the S series in all EU languages. A single search interface allows the user to select or to enter multiple search criteria, including geographical data, type of document, nature of contract, keywords and more.

The contract value thresholds above which an invitation to tender must be published throughout the EU are laid down in EU directives. The following table provides information on the nature of a contract, the contract value (thresholds) and the relevant EU directives.

Type of Contract	Threshold
Public works	5 000 000 EUR
Service contracts	200 000 EUR
Supplies contracts	200 000 EUR
Supplies and services in the sectors of water, energy and transport	400 000 EUR
Contracts falling under the GPA agreements	130 000 EUR

The awarding authorities for tenders are central government, local or regional authorities, bodies governed by public law, or associations consisting of one or more of these authorities or bodies governed by public law.

http://simap.europa.eu/supplier/opportunities-in-europe/index_en.htm




European Commission

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 **INFORMATICS**

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Public Procurement – Open Calls / Restricted

Open Calls / Restricted	Negotiated Procedures	Global Publications	Archives	Mission	Info & Documents	FAQ
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Directorate-General for Informatics is now part of **eTendering** platform for managing calls for tender; this platform has a direct link to TED. The project is « online » and consists of the publication of tender documents and the management of questions and answers concerning the specifications and the procedure.

This year on EUROPA website, we will publish only the Call for tender Title, reference number, Contract Notice and give the eTendering link to be used to access the **tender documents** and to **submit questions**.

Please use the link below, which you can also access directly from the link in the contract notice, Section 1.1 , to get access to all tender documents. The documents will be visible and downloadable but the recommended best practice is to 'register' to the call by simply adding your e-mail address and a password. This will allow you to submit questions and you will be informed automatically of any changes that may be published (additional documents, answers to questions, etc).

Thank you for interest in our calls for tender.

Current calls for tenders

DIGIT/R2/PO/2012/028 Storage equipment, storage-related software, storage infrastructure services and professional services

http://ec.europa.eu/dgs/informatics/procurement/calls_running/index_en.htm



Muchas gracias

IT'S ABOUT EUROPE
IT'S ABOUT YOU

Join the debate

