

CORRIGENDUM NO 3

Title of Procedure: "ICT Support Services"

Reference: EUSPA/OP/04/25 (EUSPA/PRG/2025/OP/0008)

(WFID: 320244)

1. The Table 1: Procurement Timetable (Section 2.1 of Annex I to ITT – Tender Specifications) is modified as follows:

Timetable	Date	Comments
Launch of the procurement process – submission for publication of Contract Notice to the Supplement to the Official Journal of the EU	21/11/2025	All documents of the Invitation to Tender available at: Funding & Tenders Portal https://ec.europa.eu/info/funding-tenders/opportunities/portal/screen/opportunities/tenдер-details/206ca5a0-820a-438d-aea9-82809c1f4908-CN#anchorDocuments and EUSPA website http://www.EUSPA.europa.eu/EUSPA/procurement
Deadline for requests for clarifications	2316 ^{Corr.3} /01/2026	Clarification requests to be submitted only via the Funding & Tenders Portal (see above).
Last date on which clarifications may be issued by EUSPA	2620 ^{Corr.3} /01/2026	All clarifications will be published at the Funding & Tenders Portal (see above).
Deadline for submission of tenders	0326 ^{Corr.3} /02 01 ^{Corr.3} /2026 at 17:00 (UTC +01:00)	According to conditions of submissions set out in section Error! Reference source not found. of these Tender Specifications.
Opening session and start of evaluation process	0327 ^{Corr.3} /02 01 ^{Corr.3} /2026 at 12:00 ^{18:00} ^{Corr.3} (UTC +01:00)	As per section Error! Reference source not found. of the present document.
Completion of evaluation	1710 ^{Corr.3} /04 03 ^{Corr.2} /2026 (estimated)	The estimated date is only indicative, it may be changed and it is not binding on the Contracting Authority.
Award	May April ^{Corr.2} 2026 (estimated)	The estimated date is only indicative, it may be changed and it is not binding on the Contracting Authority.

Estimated start of implementation of the Contract	01/06/2026 (estimated)	The estimated date is only indicative, it may be changed and it is not binding on the Contracting Authority.
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2. The last paragraph of Section 3.4 of the Tender Specifications is amended as follows:

EUSPA shall have the right to recover **or setoff from the last payment/s under the contract^{Corr.3}** the funds allocated to the management of this risk, should it not materialise as a result of the award and execution of the contract.

3. The first line (Q1) of Table 2: List of Qualitative Award Criteria (Section 12.1 of Annex I to ITT – Tender Specifications) is modified as follows:

Ref #	Description of the Award Criterion	Maximum points	Minimum points
Q1	Quality, adequacy, and clarity and of the overall approach to deliver the tasks, subject matter to the Framework Contract and the Simulation Exercise for the takeover task^{Corr.3} and recurrent services (WP1)^{Corr.2} , with regards to measures to ensure high quality and continuity of the services and limitation of the turnover of the proposed teams of experts, for ensuring prompt reaction times of the Contractor upon requests of the Contracting Authority for specific contracts assignments.	20	10

4. The cells' D49:F49 on the sheet "Legal entities" of the Annex I.E – Financial Statements Template conditional formatting is modified in order to mark the respective cells in red only if the value is less than 0.3, as provided in Annex 2 to this Corrigendum 3.

5. Tabs A), B) and C) of Annex I.F – Financial Table of Answers are amended as provided in Annex 3 to this Corrigendum 3, as follows:

- The formula, in cell G5 in tab "C) TOTAL EVALUTION PRICE", calculating the total evaluation price is amended as provided in the answer #82944;
- The quantities included in the simulation exercise (tab "B) Simulation WP1,2,3,4"), relevant to the takeover task are removed;
- The typo in the formula, in cell L76, tab "B) Simulation WP1,2,3,4"), is corrected as provided in the answer #82945;
- The numbering of rows in cells A65-A72 is corrected.

6. The first line (WP1) of Table 2 'Tasks and respective WP' provided in Section 3 of the Annex I.J.2 – Simulation Exercise is amended as follows:

WP 1	First Specific Contract Simulation (Specific contract 1) (takeover task and ^{Corr.3} recurrent services with simulated duration of 12 months)	1, 4 ^{Corr.3}
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7. Section 4.1 of the Annex I.J.2 – Simulation Exercise is amended as follows:

4.1 WP 1: ~~Takeover task and~~^{Corr.3} Recurrent services for 12 months

This exercise is designed to simulate the effort required for the ~~knowledge takeover task which will be necessary prior to entering a routine operating mode, and a~~^{Corr.3} 12-months of provision of services of recurrent nature.

The **ICT Systems Management** service team (as described as **SERVICE TASK 1** in the Technical Terms of Reference) considered for the purpose of the exercise contains the following principal ICT functions:

- ICT User support
- ICT Systems and Software Training
- ICT Systems maintenance
- ICT datacentre support
- ICT Systems administration and configuration
- ICT Systems architecture, design and planning
- ICT Systems testing and evaluation
- ICT Systems analysis
- ICT Project management
- ICT Security
- ICT Systems documentation and content management
- ICT supply chain management support
- Application development (On-prem, Cloud based, Hybrid, Containerized, PowerApps, etc.)
- Application maintenance
- Security risk assessment
- Software market survey
- Information management
- and other auxiliary ICT activities (i.a., support the Agency in audits and compliance services with IT related regulatory frameworks)

~~The takeover team and activities considered for the purpose of the exercise are identical to the description in SERVICE TASK 4 of the Technical Terms of Reference.~~^{Corr.3}

Due to the continuous and long-running character of the services as well as due to impossibility for the Agency to create a simulation exercise representative enough, the quantities related to the provision of services are already pre-defined.

8. Section 4.1.1 of the Annex I.J.2 – Simulation Exercise is amended as follows:

For WP1 the tenderers shall deliver the services in compliance with all the technical requirements stipulated for SERVICE TASKS 1 ~~and 4~~^{Corr.3} in the Technical Terms of Reference, constituting Annex I.J.1 to the Tender Specifications.

For the quality, adequacy and clarity of the approach to deliver the services under WP1, shall be considered when evaluating the proposal against qualitative award criterion Q1 pertaining also to the Framework Contract as a whole.

Financial aspects:

The estimated effort for WP1 has been considered and included accordingly in the ~~Tables B1 and B2~~, ^{Corr.3} tab B, of Annex I.F. ^{Corr.2}

Annexes to Corrigendum #3:

Annex 1: Updated version of Annex I to the ITT – Tender Specifications

Annex 2: Updated version of Annex I.E – Financial Statements

Annex 3: Updated version of Annex I.F – Financial Table of Answers

Annex 4: Updated version of Annex I.J.2 – Simulation Exercise