

F/SE/10/07
Provision of MS Dynamics CRM Consultancy Services
Open call for tenders

Vienna, 29.09.2010
Reg 1528

Subject: Provision of MS Dynamics CRM Consultancy Services

Contract notice: 2010/S 189-287821 of 29/09/2010

European Union Agency for
Fundamental Rights

Agence des droits fondamentaux
de l'Union Européenne

Agentur der Europäischen Union
für Grundrechte

Dear Sir/Madam,

Thank you for your interest in the above-mentioned invitation to tender. We are pleased to enclose a copy of the specifications concerning it.

1. I enclose the call for tenders relating to the above mentioned contract notice.
2. If you are interested in this contract, please submit a tender in triplicate in one of the official languages of the European Union.
3. You may choose to submit your tender:
 - a) either by post or by courier service, to be dispatched not later than 8/11/2010, in which case the proof of dispatch is constituted by the postmark or the date of the deposit slip, to the following address:

European Union Agency for Fundamental Rights
For the attention of Procurement Section
Schwarzenbergplatz 11

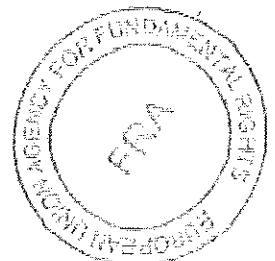
Call for tender F/SE/10/07

Page 1 of 3

InvitationToTender.2010-05-11-processed.rtf

FRA
Schwarzenbergplatz 11
AT – 1040 Vienna
Austria

tel. +43 (t) 580 30 – 0
fax +43 (t) 580 30 – 691
<http://fra.europa.eu>



Vienna 1040

Austria

- b) or delivered by hand to the following address:

European Union Agency for Fundamental Rights

For the attention of Procurement Section

Schwarzenbergplatz 11

Vienna 1040

Austria

not later than 17.00 on 8/11/2010. In this case, a receipt must be obtained as proof of submission, signed and dated by the official in the FRA's central mail department who took delivery. This department is open from 09.00 to 17.00 from Monday to Thursday and from 09.00 to 15.00 on Friday; it is closed on Saturdays, Sundays and FRA's holidays.

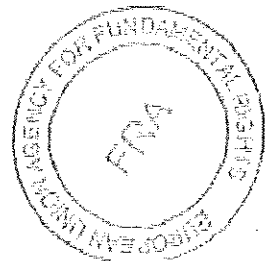
4. Tenders must be placed inside two sealed envelopes. The inner envelope, addressed to the department indicated in the invitation to tender, should be marked as follows:

"Invitation to tender F/SE/10/07 — not to be opened by the internal mail department"

If self-adhesive envelopes are used, they must be sealed with adhesive tape and the sender must sign across this tape.

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

5. The specification and the draft contract are attached to this invitation to tender. The specification lists all the documents that must be produced in order to tender, including supporting evidence of economic, financial, technical and professional capacity.
6. 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;
 - drawn up using the Standard Submission Form (Annex C of the Invitation to Tender).



7. Period of validity of the tender, during which the tenderer is bound of his tender in any respect will be six months from the deadline for submitting the tender.
8. Submission of a tender implies acceptance of the terms and conditions set out in this invitation to tender, in the specification 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.
9. You will be informed whether or not your tender has been accepted.
10. Processing your reply to the invitation to tender will involve 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 Fundamental Rights Agency (FRA). You are entitled to obtain access to your personal data on request and to rectify any such data that is inaccurate or incomplete. If you have any queries concerning the processing of your personal data, you may address them to FRA's Data Protection Officer. You have the right of recourse at any time to the European Data Protection Supervisor for matters relating to the processing of your personal data.
11. The Fundamental Rights Agency has the task of raising awareness of fundamental rights, promoting equality between men and women, (according to Articles 2 and 3 of the EC Treaty), and preventing discrimination on the grounds of race, ethnicity, religion, age, disability or sexual orientation (according to the Equality Directives). Applicants should be familiar with the relevant legislation, and be aware that any applicants 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 application rejected.


Morten KJAERUM
Director

