

476935-2026 - Konkurrencevilkår

Belgien – It-tjenester: rådgivning, programmeludvikling, internet og support – Efficient, experience-driven, proactive and resilient solutions and support services

OJ S 131/2026 10/07/2026

Udbuds- eller koncessionsbekendtgørelse – standardordningen

Tjenesteydelser

1. Køber

1.1. Køber

Officielt navn: European Commission, DG DIGIT - Digital Services

E-mail: DIGIT-PROCUREMENT-PROSERV@ec.europa.eu

Køberens retlige status: EU-institution, organ eller agentur

Den ordregivende myndigheds aktivitet: Generelle offentlige tjenesteydelser

2. Procedure

2.1. Procedure

Titel: Efficient, experience-driven, proactive and resilient solutions and support services

Beskrivelse: The subject of this call for tenders is the service portfolio related to the European Commission's Digital Workplace (DWP) and its customers and users, ensuring the provision of efficient, end-user experience driven, proactive and resilient solutions and support services.

The procedure aims to ensure the operational continuity while driving progress through the adoption of latest technologies aligning to the evolving business objectives of the European Commission, targeting the services falling within the scope of the current framework contract DI-07810, awarded under Lot 1 of the open call for tenders DIGIT/A3/PO/2018/015 EUSS-SM and expiring in June 2027. The service portfolio covers Digital Workplace support services, device lifecycle management, endpoint management and technical (backend) services ranging from support activities and operations to related engineering activities. The procedure will contain one lot to ensure full end-to-end delivery and maximized quality of service in a modern managed services approach.

Identifikator for proceduren: 41ca3c4f-8cc1-4510-8209-8b8059fdaebe

Intern ID: EC-DIGIT/2025/OP/0071

Udbudsprocedure: Offentligt udbud

Proceduren er en hasteprocedure: nej

2.1.1. Formål

Kontraktens hovedformål: Tjenesteydelser

Primær klassifikation (cpv): 72000000 It-tjenester: rådgivning, programmeludvikling, internet og support

2.1.2. Udførelsessted

Hvor som helst inden for EØS

Yderligere oplysninger: Please consult the procurement documents.

2.1.4. Generelle oplysninger

Yderligere oplysninger: FOREIGN SUBSIDIES REGULATION applicability: Any economic operator participating in this public procurement procedure shall notify the contracting authority of all foreign financial contributions of at least EUR 4 million per third country received in the

last three years prior to the notification pursuant to Article 28(1) of Regulation (EU) 2022/2560. In all other cases they shall submit a declaration pursuant to Article 29(1) of Regulation (EU) 2022/2560, listing all foreign financial contributions received in the last three years prior to the declaration confirming that such contributions are not notifiable. When no foreign financial contributions were received in the last three years prior to the declaration, a declaration is still necessary to confirm that no FFCs were received. Notifications or declarations shall be submitted by using the Form FS-PP available at https://single-market-economy.ec.europa.eu/single-market/public-procurement/foreign-subsidies-regulation_en. In case of unavailability or disruptions in the functioning of the electronic means of communication provided in Section 5.1.11 in the last 5 calendar days before the time limit for receipt indicated in Section 5.1.12, the contracting authority reserves the right to extend this time limit and publish the extension at the Internet address provided in Section 5.1.11, without a preceding publication of a corrigendum to this notice. Economic operators interested in this procurement are invited to subscribe to the call for tenders at the address in Section 5.1.11 in order to get notified when new information or documents are published.

Retsgrundlag:

Forordning (EU, Euratom) 2024/2509

2.1.6. Udelukkelsesgrunde

Kilder til grundlag for udelukkelse: Udbudsdokument

5. Delkontrakt

5.1. Delkontrakt: LOT-0001

Titel: Efficient, experience-driven, proactive and resilient solutions and support services

Beskrivelse: The subject of this call for tenders is the service portfolio related to the European Commission's Digital Workplace (DWP) and its customers and users, ensuring the provision of efficient, end-user experience driven, proactive and resilient solutions and support services. The procedure aims to ensure the operational continuity while driving progress through the adoption of latest technologies aligning to the evolving business objectives of the European Commission, targeting the services falling within the scope of the current framework contract DI-07810, awarded under Lot 1 of the open call for tenders DIGIT/A3/PO/2018/015 EUSS-SM and expiring in June 2027. The service portfolio covers Digital Workplace support services, device lifecycle management, endpoint management and technical (backend) services ranging from support activities and operations to related engineering activities. The procedure will contain one lot to ensure full end-to-end delivery and maximized quality of service in a modern managed services approach.

Intern ID: EC-DIGIT/2025/OP/0071

5.1.1. Formål

Kontraktens hovedformål: Tjenesteydelser

Primær klassifikation (cpv): 72000000 It-tjenester: rådgivning, programmeludvikling, internet og support

Valgmuligheder:

Beskrivelse af optioner: provided they are in conformity with the basic project, new services or works consisting in the repetition of similar services or works, may be entrusted up to 50 % of the initial contract to the initial contractor by negotiated procedure without prior publication of a contract notice.

5.1.2. Udførelsessted

Hvor som helst inden for EØS

Yderligere oplysninger: Please consult the procurement documents.

5.1.3. Anslået varighed

Varighed: 84 Måneder

5.1.4. Fornyelse

Højeste antal fornyelser: 3

Yderligere oplysninger om fornyelser: The framework contract is concluded for an initial period of 48 (forty-eight) months, renewable 3 (three) time(s). Please consult the draft framework contract in the procurement documents.

5.1.6. Generelle oplysninger

Reserveret deltagelse:

Deltagelse uden forbehold.

Offentligt udbudsprojekt, der finansieres helt eller delvist med EU-midler

Udbuddet er omfattet af aftalen om offentlige udbud (GPA): ja

Oplysninger om tidligere bekendtgørelser:

ID for den foregående bekendtgørelse: 304838-2026

5.1.9. Udvalgelseskriterier

Kilder til udvalgelseskriterier: Udbudsdokument

5.1.10. Tildelingskriterier

Kriterium:

Type: Kvalitet

Beskrivelse: Please consult the procurement documents.

Kategori for tildelingskriteriet vægt: Vægtning (procentdel, præcis)

Tildelingskriterium talværdi: 70

Kriterium:

Type: Pris

Beskrivelse: Please consult the procurement documents.

Kategori for tildelingskriteriet vægt: Vægtning (procentdel, præcis)

Tildelingskriterium talværdi: 30

5.1.11. Tilbudsdokumenter

Frist for anmodning om yderligere oplysninger: 22/10/2026 23:59:59 (UTC+02:00)

østeuropæisk tid, centraleuropæisk sommertid

Adresse på udbudsdokumenterne: <https://ec.europa.eu/info/funding-tenders/opportunities/portal/screen/opportunities/tender-details/41ca3c4f-8cc1-4510-8209-8b8059fdae-bc-CN?#anchorDocuments>

Ad hoc-kommunikationskanal:

Navn: Funding and Tenders Portal

URL: <https://ec.europa.eu/info/funding-tenders/opportunities/portal/screen/opportunities/tender-details/41ca3c4f-8cc1-4510-8209-8b8059fdae-bc-CN?#anchorDocuments>

5.1.12. Tilbudsvilkår

Vilkår for indgivelse:

Elektronisk indgivelse: Påkrævet

Indgivelsesadresse: <https://webgate.ec.europa.eu/digit/opsys/esubmission?cftUuid=41ca3c4f-8cc1-4510-8209-8b8059fdae-bc>

Sprog, som tilbud og ansøgninger om deltagelse kan indgives på: bulgarsk, tjekkisk, dansk, tysk, græsk, engelsk, spansk, estisk, finsk, fransk, irsk, kroatisk, ungarsk, italiensk, litauisk, lettisk, maltesisk, nederlandsk, polsk, portugisisk, rumænsk, slovakisk, slovensk, svensk
Elektronisk katalog: Ikke tilladt

Frist for modtagelse af tilbud: 30/10/2026 17:00:59 (UTC+01:00) centraleuropæisk tid, vesteuropæisk sommertid

Varighed, hvor tilbuddet skal forblive gyldigt: 9 Måneder

Oplysninger om offentlig iværksættelse:

Åbningsdato: 03/11/2026 10:00:00 (UTC+01:00) centraleuropæisk tid, vesteuropæisk sommertid

Betingelser for kontraktens udførelse:

Udførelsen af kontrakten skal ske inden for rammerne af programmer for beskyttet beskæftigelse: Nej

Denne procedure falder ind under Udenlandsk Støtte-regulativet (FSR)

Elektronisk fakturering: Tilladt

Der vil blive anvendt elektronisk bestilling: ja

Der vil blive anvendt elektronisk betaling: ja

5.1.15. Teknikker

Rammeaftale:

Rammeaftale uden fornyet iværksættelse af konkurrence

Det maksimale antal deltagere: 1

Begrundelse for rammeaftalens varighed: The extended FwC duration is necessary for the following reasons: • Experience in predecessor contracts has shown that the volume of activities and the related workforces necessary to be supplied by the contractor need to be planned over a longer contractual period to ensure a longer return on investment period from both sides. • Phase-in/phase-over activities at the start of the contract are followed by a long ramp-up period (1-2 years) to come to the expected quality of delivery. This period covers not only the contractual phase in but also the ramp up to the level of quality expected. • To bring its service delivery to the expected quality, the contractor will have to make investments not only in human resources (recruitment, training, getting knowledgeable about the EC setting), but equally in technological integrations. Those investments will have a higher output for the EC, if the contractor is investing in more sustainable integrations as the period of usage will be longer. • Transformational activities in the DWP domain, expected to be performed and taken on during the duration of the contract have a timeline for several years and a disruption in the contractual setup during the transformation would be disruptive. • Ramp-down activities from the contractor and the end of transformational activities will start at least one year prior to the contract end-date to ensure a stable situation at the contract transition at the end of the contract. Taking these constraints into account (3 years for a full phase-in, phase-out, ramp-up and ramp-down), the period of stable service delivery has to be maximized as much as possible and this would not be possible with a standard 4 years contractual period. In making the reconduction of the contract dependent of the contractual performance and the evolution of the underlying DWP solutions and flexible with a minimum and maximum period, the contract will cater for the necessary robustness for solid service delivery.

Oplysninger om det dynamiske indkøbssystem:

Intet dynamisk indkøbssystem

5.1.16. Yderligere oplysninger, mægling og gennemgang

Organisation med ansvar for klager: Court of Justice of the European Union

8. Organisationer

8.1. ORG-0001

Officielt navn: European Commission, DG DIGIT - Digital Services
Registreringsnummer: COM
Afdeling: DIGIT.R - Change Management and Resources
Postadresse: Rue de la Loi 107
By: Brussels
Postnummer: B-1000
Landsdel (NUTS): Arr. de Bruxelles-Capitale/Arr. Brussel-Hoofdstad (BE100)
Land: Belgien
E-mail: DIGIT-PROCUREMENT-PROSERV@ec.europa.eu
Telefon: +32 2 299 11 11
Internetadresse: https://ec.europa.eu/info/departments/informatics_en

Denne organisations roller:

Køber

Organisation, der leverer yderligere oplysninger om klageprocedurerne

8.1. ORG-0002

Officielt navn: Court of Justice of the European Union
Registreringsnummer: CURIA
Postadresse: Rue du Fort Niedergrünwald
By: Luxembourg
Postnummer: L-2925
Landsdel (NUTS): Luxembourg (LU000)
Land: Luxembourg
E-mail: GC.Registry@curia.europa.eu
Telefon: +352 4303-1
Internetadresse: <http://curia.europa.eu>

Denne organisations roller:

Organisation med ansvar for klager

8.1. ORG-0003

Officielt navn: European Commission
Registreringsnummer: EUCOM
Postadresse: Mondrian (CDMA), Rue du Champ de Mars 21
By: Brussels
Postnummer: B-1050
Landsdel (NUTS): Arr. de Bruxelles-Capitale/Arr. Brussel-Hoofdstad (BE100)
Land: Belgien
E-mail: DIGIT-PROCUREMENT-PROSERV@ec.europa.eu
Telefon: +32 2 299 11 11
Internetadresse: <https://commission.europa.eu/>

Denne organisations roller:

TED eSender

Oplysninger om bekendtgørelsen

Bekendtgørelsens ID: 83ac2016-de50-4c4f-9c25-c7a02f88005f - 01

Formulartype: Konkurrencevilkår

Bekendtgørelsestype: Udbuds- eller koncessionsbekendtgørelse – standardordningen

Bekendtgørelsesundertype: 16

Afsendelsesdato for bekendtgørelsen: 09/07/2026 05:05:38 (UTC+02:00) østeuropæisk tid, centraleuropæisk sommertid

Bekendtgørelsens officielle sprog: engelsk

Bekendtgørelsesnummer: 476935-2026

EUT-S-nummer: 131/2026

Offentliggørelsesdato: 10/07/2026