

104950-2026 - Result

Poland – IT services: consulting, software development, Internet and support – Frontex/2023/OP/1380 Provision of services for development of the Frontex Return and Reintegration Application and maintenance support

OJ S 31/2026 13/02/2026

**Contract or concession award notice – standard regime
Services**

1. Buyer

1.1. Buyer

Official name: European Border and Coast Guard Agency (FRONTEx)

Email: tender@frontex.europa.eu

Legal type of the buyer: EU institution, body or agency

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Frontex/2023/OP/1380 Provision of services for development of the Frontex Return and Reintegration Application and maintenance support

Description: Provision of a mobile application to support Joint Reintegration Services in offering to potential returnees information about available FX and MS reintegration programs. On the 1st of April 2022, Frontex launched the Joint Reintegration Services offering support to MS in postarrival and post-return, by contracting Reintegration Partners that can offer reintegration services in 26 Countries of Origin. This activity is part of a the broader Frontex Reintegration Programme which aims to take over the activities of the European Return and Reintegration Network (ERRIN) by July 2022. Following the release of the EU strategy on voluntary return and reintegration and the enhanced Frontex mandate in the area of return and reintegration and also the need to support the Member States in growing their outreach capacity to the digital space, there is an opportunity to develop the Frontex Return and Reintegration IT tool composed of a mobile application available in iOS and Android App Stores together with mirror website, aimed at the users from general public and internal-FX content management module, referred as the Solution, Main Product or RRApp within confines of this document. Currently, there is no Frontex tool in place that comply with the requirements pursued by the Solution like providing content about Joint Reintegration Services and Frontex Reintegration Programme, displaying locations of reintegration centres on map, and giving opportunity to have conversation. This fact, added to the absence of any interrelation or integration with other systems or databases, justify the convenience to develop the Solution from scratch. The main aim of the Return and Reintegration Application Solution (hereinafter referred to as 'RRApp') is to provide the information on national return and reintegration programmes of the Member States transited by potential returnees and by doing this, the potential returnees themselves would benefit from receiving precise and complete information about the possibility to return to their country of return and receive reintegration assistance. By launching RRApp targeting potential returnees, Frontex adds another tool to the toolbox to assist the Member States in increasing the number of voluntary returns and uptake of reintegration by: • Raising awareness about Assisted Voluntary Return and Reintegration packages; • Providing information about return and reintegration programmes; • Providing

guidance on reaching the nearest counselling centre; • Giving ownership of the return and reintegration process to the migrants. Expected Return and Reintegration Application outcomes are focused on providing a service to the general public, specifically to migrants interested to participate in voluntary returns and reintegration processes.

Procedure identifier: 9e8f3e6a-ebc9-4610-b7ce-906d04dd7732

Previous notice: 170531-2024

Internal identifier: FRONTEX/2024/OP/0015

Type of procedure: Open

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support

2.1.2. Place of performance

Anywhere

Additional information: Please consult the procurement documents.

2.1.3. Value

Estimated value excluding VAT: 500 000,00 EUR

2.1.4. General information

Legal basis:

Regulation (EU, Euratom) 2024/2509

5. Lot

5.1. Lot: LOT-0001

Title: Frontex/2023/OP/1380 Provision of services for development of the Frontex Return and Reintegration Application and maintenance support

Description: Provision of a mobile application to support Joint Reintegration Services in offering to potential returnees information about available FX and MS reintegration programs. On the 1st of April 2022, Frontex launched the Joint Reintegration Services offering support to MS in postarrival and post-return, by contracting Reintegration Partners that can offer reintegration services in 26 Countries of Origin. This activity is part of a the broader Frontex Reintegration Programme which aims to take over the activities of the European Return and Reintegration Network (ERRIN) by July 2022. Following the release of the EU strategy on voluntary return and reintegration and the enhanced Frontex mandate in the area of return and reintegration and also the need to support the Member States in growing their outreach capacity to the digital space, there is an opportunity to develop the Frontex Return and Reintegration IT tool composed of a mobile application available in iOS and Android App Stores together with mirror website, aimed at the users from general public and internal-FX content management module, referred as the Solution, Main Product or RRApp within confines of this document. Currently, there is no Frontex tool in place that comply with the requirements pursued by the Solution like providing content about Joint Reintegration Services and Frontex Reintegration Programme, displaying locations of reintegration centres on map, and giving opportunity to have conversation. This fact, added to the absence of any interrelation or integration with other systems or databases, justify the convenience to develop the Solution from scratch. The main aim of the Return and Reintegration Application Solution (hereinafter referred to as 'RRApp') is to provide the information on national return and reintegration programmes of the Member States transited by potential returnees and by doing this, the

potential returnees themselves would benefit from receiving precise and complete information about the possibility to return to their country of return and receive reintegration assistance. By launching RRApp targeting potential returnees, Frontex adds another tool to the toolbox to assist the Member States in increasing the number of voluntary returns and uptake of reintegration by: • Raising awareness about Assisted Voluntary Return and Reintegration packages; • Providing information about return and reintegration programmes; • Providing guidance on reaching the nearest counselling centre; • Giving ownership of the return and reintegration process to the migrants. Expected Return and Reintegration Application outcomes are focused on providing a service to the general public, specifically to migrants interested to participate in voluntary returns and reintegration processes.

Internal identifier: FRONTEX/2024/OP/0015

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support

Options:

Description of the options: 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. Place of performance

Anywhere

Additional information: Please consult the procurement documents.

5.1.3. Estimated duration

Duration: 56 Months

5.1.4. Renewal

Maximum renewals: 6

Other information about renewals: The framework contract is concluded for an initial period of 14 (fourteen) months, renewable 6 (six) time(s). Please consult the draft framework contract in the procurement documents.

5.1.5. Value

Estimated value excluding VAT: 500 000,00 EUR

5.1.6. General information

Procurement Project fully or partially financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): no

5.1.10. Award criteria

Criterion:

Type: Quality

Description: Please consult the procurement documents.

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 40,00

Criterion:

Type: Price

Description: Please consult the procurement documents.

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 60,00

5.1.15. Techniques

Framework agreement:

Framework agreement, without reopening of competition

Information about the dynamic purchasing system:

No dynamic purchase system

Electronic auction: no

5.1.16. Further information, mediation and review

Review organisation: Court of Justice of the European Union

Organisation providing more information on the review procedures: European Border and Coast Guard Agency (FRONTEX)

Organisation signing the contract: European Border and Coast Guard Agency (FRONTEX)

6. Results

Maximum value of the framework agreements in this notice: 512 750,00 EUR

6.1. Result lot identifier: LOT-0001

Winner selection status: At least one winner was chosen.

Framework agreement:

Maximum value of the framework agreement: 512 750,00 EUR

6.1.2. Information about winners

Winner:

Official name: Fabrity

Tender:

Tender identifier: 300098686

Identifier of lot or group of lots: LOT-0001

Subcontracting: No

Contract information:

Identifier of the contract: Frontex/2023/OP/1380

Date on which the winner was chosen: 21/10/2024

Date of the conclusion of the contract: 09/12/2024

Information about European Union funds:

Organisation signing the contract: European Border and Coast Guard Agency (FRONTEX)

6.1.4. Statistical information

Received tenders or requests to participate:

Type of received submissions: Tenders submitted electronically

Number of tenders or requests to participate received: 5

8. Organisations

8.1. ORG-0001

Official name: European Border and Coast Guard Agency (FRONTEX)

Registration number: FRONTEX

Department: FRONTEX.MB.AD - AGENCY DIRECTORATE,FRONTEX.MB - MANAGEMENT BOARD,FRONTEX.MB.AD.IM - Administration and Information Management Directorate, FRONTEX.MB.AD.IM.SIM - Security and Information Management Division,FRONTEX.MB.AD.IM.SIM.DIG - Digital Services Unit

Postal address: Plac Europejski 6
Town: Warsaw
Postcode: PL-00-844
Country subdivision (NUTS): Miasto Warszawa (PL911)
Country: Poland
Email: tender@frontex.europa.eu
Telephone: +48 22 544 95 00
Internet address: <https://www.frontex.europa.eu/>

Roles of this organisation:

Buyer
Organisation providing more information on the review procedures
Organisation signing the contract

8.1. ORG-0002

Official name: Court of Justice of the European Union
Registration number: CURIA
Postal address: Rue du Fort Niedergrünwald
Town: Luxembourg
Postcode: L-2925
Country subdivision (NUTS): Luxembourg (LU000)
Country: Luxembourg
Email: GC.Registry@curia.europa.eu
Telephone: +352 4303-1
Internet address: <http://curia.europa.eu>

Roles of this organisation:

Review organisation

8.1. ORG-0003

Official name: European Commission
Registration number: EUCOM
Postal address: Mondrian (CDMA), Rue du Champ de Mars 21
Town: Brussels
Postcode: B-1050
Country subdivision (NUTS): Arr. de Bruxelles-Capitale/Arr. Brussel-Hoofdstad (BE100)
Country: Belgium
Email: tender@frontex.europa.eu
Telephone: +32 2 299 11 11
Internet address: <https://commission.europa.eu/>

Roles of this organisation:

TED eSender

8.1. ORG-0004

Official name: Fabrity
Size of the economic operator: Large
Registration number: PL5213421691
Postal address: Domaniewska 44a
Town: Warszawa
Postcode: 02-672
Country subdivision (NUTS): Extra-Regio NUTS 3 (PLZZZ)
Country: Poland
Telephone: +48224487000

Roles of this organisation:

Tenderer

Winner of these lots: LOT-0001

Notice information

Notice identifier/version: 9c699d50-54b2-48ef-887d-3af8f05d61e3 - 01

Form type: Result

Notice type: Contract or concession award notice – standard regime

Notice subtype: 29

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