

Belgium-Brussels: AO 23-066 – Framework contract for the provision of Buildings Helpdesk services (two lots)

OJ S 51/2024 12/03/2024

Contract award notice

Services

Legal Basis:

Regulation (EU, Euratom) No 2018/1046

Section I: Contracting authority

I.1. Name and addresses

Official name: European Parliament

Postal address: Rue Wiertz 60

Town: Bruxelles

NUTS code: BE Belgique / België

Postal code: 1047

Country: Belgium

Contact person: Direction de la gestion intégrée des infrastructures - Service de l'exécution du budget

E-mail: INLO.AO.DIR.A@ep.europa.eu**Internet address(es):**Main address: www.europarl.europa.eu**I.4. Type of the contracting authority**

European institution/agency or international organisation

I.5. Main activity

General public services

Section II: Object

II.1. Scope of the procurement**II.1.1. Title**

AO 23-066 – Framework contract for the provision of Buildings Helpdesk services (two lots)

Reference number: 06A50/2023/M066

II.1.2. Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

Provision of Buildings Helpdesk services (two lots):

— lot 1: dispatching services and monitoring of intervention requests within the Buildings Helpdesk for buildings occupied by the European Parliament in Brussels, Luxembourg and Strasbourg and liaison offices;

— lot 2: maintenance, development and update of the software solution.

II.1.6. Information about lots

This contract is divided into lots: yes

II.1.7. Total value of the procurement

Value excluding VAT: 4 832 365,32 EUR

II.2. Description

II.2.1. Title

Dispatching services and monitoring of intervention requests within the Buildings Helpdesk for buildings occupied by the European Parliament

Lot No: 1

II.2.2. Additional CPV code(s)

72253000 Helpdesk and support services, 72253100 Helpdesk services, 79510000 Telephone-answering services, 79512000 Call centre, 71315200 Building consultancy services, 71315210 Building services consultancy services

II.2.3. Place of performance

NUTS code: BE Belgique / België

Main site or place of performance: Brussels, Belgium.

II.2.4. Description of the procurement

Dispatching services and monitoring of intervention requests within the Buildings Helpdesk for buildings occupied by the European Parliament in Brussels, Luxembourg, Strasbourg and liaison offices.

II.2.5. Award criteria

Quality criterion - Name: A. Social policy (24 points maximum) / Weighting: 24

Quality criterion - Name: B. Service quality management (26 points maximum) / Weighting: 26

Price - Weighting: 50

II.2.11. Information about options

Options: no

II.2.13. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:
no

II.2.14. Additional information

II.2. Description

II.2.1. Title

Maintenance, development and update of the software solution

Lot No: 2

II.2.2. Additional CPV code(s)

48000000 Software package and information systems, 72260000 Software-related services, 72261000 Software support services, 72266000 Software consultancy services, 72267000 Software maintenance and repair services, 72267100 Maintenance of information technology software, 72267200 Repair of information technology software, 79714000 Surveillance services

II.2.3. Place of performance

NUTS code: BE Belgique / België

Main site or place of performance: Brussels, Belgium.

II.2.4. Description of the procurement

Maintenance, development and update of the software solution.

II.2.5. Award criteria

Price

II.2.11. Information about options

Options: no

II.2.13. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:
no

II.2.14. Additional information

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Open procedure

IV.1.3. Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

IV.1.8. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: no

IV.2. Administrative information

IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2023/S 188-585846](#)

IV.2.8. Information about termination of dynamic purchasing system

IV.2.9. Information about termination of call for competition in the form of a prior information notice

Section V: Award of contract

Lot No: 1

Title:

Dispatching services and monitoring of intervention requests within the Buildings Helpdesk for buildings occupied by the European Parliament

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

16/02/2024

V.2.2. Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 3

Number of tenders received from tenderers from other EU Member States: 1

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 0

The contract has been awarded to a group of economic operators: no

V.2.3. Name and address of the contractor

Official name: Brayton Global

Postal address: Avenue Louise 326

Town: Ixelles

NUTS code: BE Belgique / België

Postal code: 1050

Country: Belgium

The contractor is an SME: yes

V.2.4. Information on value of the contract/lot

Initial estimated total value of the contract/lot: 3 708 000,00 EUR

Total value of the contract/lot: 3 486 847,50 EUR

V.2.5. Information about subcontracting

The contract is likely to be subcontracted

Section V: Award of contract

Contract No: 2

Lot No: 2

Title:

Maintenance, development and update of the software solution

A contract/lot is awarded: yes

V.2. Award of contract**V.2.1. Date of conclusion of the contract**

16/02/2024

V.2.2. Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 0

The contract has been awarded to a group of economic operators: no

V.2.3. Name and address of the contractor

Official name: Omninet Technologies

Postal address: Diestsevest 32, boîte 2a

Town: Louvain

NUTS code: BE Belgique / België

Postal code: 3000
Country: Belgium
The contractor is an SME: yes

V.2.4. Information on value of the contract/lot

Initial estimated total value of the contract/lot: 843 000,00 EUR
Total value of the contract/lot: 1 345 517,82 EUR

V.2.5. Information about subcontracting

The contract is likely to be subcontracted

Section VI: Complementary information

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: General Court
Postal address: Rue du Fort Niedergrünewald
Town: Luxembourg
Postal code: L-2925
Country: Luxembourg
E-mail: cfi.registry@curia.europa.eu
Internet address: <http://curia.europa.eu>

VI.4.2. Body responsible for mediation procedures

Official name: European Ombudsman
Town: Strasbourg
Postal code: 67000
Country: France
Internet address: <http://ombudsman.europa.eu>

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:
The contracting authority's decision may be contested within 2 months from the date of publication of the outcome of the procedure, either by unsuccessful tenderers or by the natural persons or legal entities who are directly and individually affected by this decision, even if they are not the addressee thereof.

VI.4.4. Service from which information about the review procedure may be obtained

Official name: Greffe du Tribunal de l'Union européenne
Postal address: Rue du Fort Niedergrünewald
Town: Luxembourg
Postal code: L-2925
Country: Luxembourg
E-mail: cfi.registry@curia.europa.eu
Internet address: <http://curia.europa.eu>

VI.5. Date of dispatch of this notice

05/03/2024