

Belgium-Brussels: Acquisition of a case management framework and related IT consultancy services for the European Commission

OJ S 92/2017 13/05/2017

Contract award notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: European Commission, Directorate-General for Competition

Postal address: MADO

Town: Brussels

NUTS code: BE100 Arr. de Bruxelles-Capitale/Arr. Brussel-Hoofdstad

Postal code: 1049

Country: Belgium

E-mail: EC-CM-TENDER@ec.europa.eu**Internet address(es):**Main address: <https://etendering.ted.europa.eu/cft/cft-display.html?cftId=1747>**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**

Acquisition of a case management framework and related IT consultancy services for the European Commission.

Reference number: COMP62016/019.

II.1.2. Main CPV code

48900000 Miscellaneous software package and computer systems

II.1.3. Type of contract

Services

II.1.4. Short description

The European Commission's next-generation solution for case management should be built based on a case management framework to be acquired via public procurement. Case management frameworks are software meant to be configured, extended, integrated and interoperable with other assets by buyers, enabling the speedy delivery of customised and flexible solutions. Case management frameworks implement 'out of the box' case management entities and provide architectural patterns and capabilities relevant for the implementation of a case management solution. The procurement will provide as well for the

acquisition of specialised IT consultancy services to support the European Commission in the installation, configuration, integration, maintenance and upgrade of the case management framework when necessary.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 12 500 000,00 EUR

II.2. Description

II.2.2. Additional CPV code(s)

72200000 Software programming and consultancy services

II.2.3. Place of performance

NUTS code: BE100 Arr. de Bruxelles-Capitale/Arr. Brussel-Hoofdstad

Main site or place of performance: The premises of the European Commission in Brussels, or the premises of the European Commission's hosting infrastructure in Luxembourg, or the contractor's premises.

II.2.4. Description of the procurement

See Internet address provided in Section I.

II.2.5. Award criteria

Quality criterion - Name: Delivery, support and maintenance (case, time management, work and process management, resources management, contact management) / Weighting: 6

Quality criterion - Name: Case management (case file, registration, document processing, document templates) / Weighting: 20

Quality criterion - Name: Document management (case file, registration, document processing, document templates) / Weighting: 20

Quality criterion - Name: Document management (document search, eDiscovery) / Weighting: 6

Quality criterion - Name: Document management (collaboration) / Weighting: 6

Quality criterion - Name: Reporting and dashboard / Weighting: 4

Quality criterion - Name: Security / Weighting: 8

Quality criterion - Name: Configuration, extensibility and interoperability / Weighting: 20

Quality criterion - Name: System and architecture / Weighting: 10

Price - Weighting: 40

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:
yes

Identification of the project:

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: yes

IV.2. Administrative information

IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2016/S 143-258106](#)

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

Contract No: 1

Title:

Acquisition of a case management framework and related IT consultancy services for the European Commission

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

03/04/2017

V.2.2. Information about tenders

Number of tenders received: 7

Number of tenders received from SMEs: 2

Number of tenders received from tenderers from other EU Member States: 6

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 0

The contract has been awarded to a group of economic operators: yes

V.2.3. Name and address of the contractor

Official name: NRB — Network Research Belgium SA

National registration number: 0430 502 430

Town: Herstal

NUTS code: BE332 Arr. Liège

Postal code: 4040

Country: Belgium

The contractor is an SME: no

V.2.3. Name and address of the contractor

Official name: IRIS Solutions & Experts SA

National registration number: 0882 094 937

Town: Mont-Saint-Guibert

NUTS code: BE31 Prov. Brabant Wallon
Postal code: 1435
Country: Belgium
The contractor is an SME: no

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

Initial estimated total value of the contract/lot: 12 500 000,00 EUR

Total value of the contract/lot: 12 500 000,00 EUR

V.2.5. Information about subcontracting

The contract is likely to be subcontracted Value or proportion likely to be subcontracted to third parties Proportion: 15 %

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: 2925
Country: Luxembourg
E-mail: GeneralCourt.Registry@curia.europa.eu
Telephone: +352 4303-1
Fax: +352 4303-2100
Internet address: <http://curia.europa.eu>

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:
See Internet address provided in Section I.

VI.5. Date of dispatch of this notice

03/05/2017