

**Belgium-Brussels: Acquisition of a Case Management Framework and related IT Consultancy Services for the European Commission**  
**OJ S 84/2020 29/04/2020**  
**Contract award notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

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**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](mailto: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

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**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: COMP/2016/019

**II.1.2. Main CPV code**

72200000 Software programming and consultancy services

**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: 6 250 000,00 EUR

### **II.2. Description**

#### **II.2.2. Additional CPV code(s)**

48900000 Miscellaneous software package and computer systems

#### **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: EU administrative appropriations.

#### **II.2.14. Additional information**

### **Section IV: Procedure**

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#### **IV.1. Description**

#### **IV.1.1. Type of procedure**

Award of a contract without prior publication of a call for competition in the Official Journal of the European Union in the cases listed below

- New works/services, constituting a repetition of existing works/services and ordered in accordance with the strict conditions stated in the directive

Explanation:

An increase of the maximum ceiling of the framework contract by 50 % has become necessary due to, notably, more Commission departments than initially foreseen having expressed an interest in using the solution built on top of the case management framework, because of recent developments regarding the nature of the tasks of these departments. To address these needs, it is likely necessary to purchase additional software licenses for the case management framework and additional support, maintenance and consultancy services under the framework contract.

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

#### **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: [2017/S 092-181222](#)

##### **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**

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**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**

27/03/2020

##### **V.2.2. Information about tenders**

Number of tenders received: 1

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

##### **V.2.3. Name and address of the contractor**

Official name: Trasys International EEIG

Town: Brussels

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

Country: Belgium

The contractor is an SME: no

**V.2.3. Name and address of the contractor**

Official name: IRIS Solutions and Experts SA

Town: Mont-Saint-Guibert

NUTS code: BE31 Prov. Brabant Wallon

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: 6 250 000,00 EUR

Total value of the contract/lot: 6 250 000,00 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**

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**VI.3. Additional information**

**VI.4. Procedures for review**

**VI.4.1. Review body**

Official name: General Court

Postal address: rue du Fort Niedergrünwald

Town: Luxembourg

Postal code: 2925

Country: Luxembourg

E-mail: [GeneralCourt.Registry@curia.europa.eu](mailto: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**

22/04/2020