

201683-2026 - Competition

Belgium – IT services: consulting, software development, Internet and support – ITSM Tool
OJ S 58/2026 24/03/2026
Contract or concession notice – standard regime
Services

1. Buyer

1.1. Buyer

Official name: District09

Email: info@district09.gent

Legal type of the buyer: Central government authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: ITSM Tool

Description: District09 is op zoek naar een nieuwe ITSM-tool die hun belangrijkste processen kan ondersteunen op een ITIL conforme manier en daarbij ook inzet op gebruiksvriendelijkheid en automatisering.

Procedure identifier: 2783246b-3da0-4ab9-b14a-ad577b6889bb

Internal identifier: District09-G001017

Type of procedure: Negotiated with prior publication of a call for competition / competitive with negotiation

The procedure is accelerated: no

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

Country subdivision (NUTS): Arr. Gent (BE234)

Country: Belgium

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: European Single Procurement Document (ESPD)

5. Lot

5.1. Lot: LOT-0001

Title: District09-G001017 - 1

Description: District09 is op zoek naar een nieuwe ITSM-tool die hun belangrijkste processen kan ondersteunen op een ITIL conforme manier en daarbij ook inzet op gebruiksvriendelijkheid en automatisering.

Internal identifier: 1

5.1.1. Purpose

Main nature of the contract: Services

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

5.1.2. Place of performance

Country subdivision (NUTS): Arr. Gent (BE234)

Country: Belgium

5.1.3. Estimated duration

Duration: 6 Years

5.1.6. General information

Reserved participation:

Participation is not reserved.

Procurement Project not financed with EU Funds.

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

5.1.9. Selection criteria

Sources of selection criteria: Procurement Document

Information about the second stage of a two-stage procedure:

The procedure will take place in successive stages. At each stage, some participants may be eliminated

5.1.11. Procurement documents

Address of the procurement documents: <https://www.publicprocurement.be/publication-workspaces/16fd19d8-8324-481d-ad5d-3bbdfa545cf0/documents>

Ad hoc communication channel:

URL: <https://www.publicprocurement.be/publication-workspaces/16fd19d8-8324-481d-ad5d-3bbdfa545cf0/forum>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://www.publicprocurement.be/supplier/enterprises/0/tendering-workspaces/publication-workspace-detail/16fd19d8-8324-481d-ad5d-3bbdfa545cf0/general>

Languages in which tenders or requests to participate may be submitted: Dutch

Electronic catalogue: Not allowed

Advanced or qualified electronic signature or seal (as defined in Regulation (EU) No 910/2014) is required

Deadline for receipt of requests to participate: 24/04/2026 09:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: No

Electronic invoicing: Required

Electronic ordering will be used: yes

Electronic payment will be used: yes

5.1.15. Techniques

Framework agreement:

Framework agreement, without reopening of competition

Maximum number of participants: 5

Justification for the duration of the framework agreement: Toelichting: o Omwille van de technische complexiteit (o.a. meer dan 20 integraties), impact op een kritiek deel van de organisatie (o.a. ServiceDsek), zal het project voor de migratie van de huidige Ivanti ITSM tool naar de nieuwe tool ongeveer 1 tot 2 jaar in beslag nemen. Het volle gebruik van de nieuwe toepassing verwachten we dus pas 2 jaar na de gunning.

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Review organisation: Raad van State

Information about review deadlines: 15 kalenderdagen

8. Organisations

8.1. ORG-0001

Official name: District09

Registration number: 0749998654_3935

Postal address: Botermarkt 1

Town: Gent

Postcode: 9000

Country subdivision (NUTS): Arr. Gent (BE234)

Country: Belgium

Email: info@district09.gent

Telephone: +32 92660900

Internet address: <http://www.district09.gent>

Buyer profile: <https://www.publicprocurement.be/bda?organisationIds=3935&includeOrganisationChildren=true>

Roles of this organisation:

Buyer

8.1. ORG-0002

Official name: FOD Beleid en Ondersteuning

Registration number: BE001

Postal address: Simon Bolivarlaan 30, bus 1

Town: Brussel

Postcode: 1000

Country subdivision (NUTS): Arr. de Bruxelles-Capitale/Arr. Brussel-Hoofdstad (BE100)

Country: Belgium

Email: revise@publicprocurement.be

Telephone: +32 2 740 80 00

Internet address: <https://bosa.belgium.be>

Roles of this organisation:

TED eSender

8.1. ORG-0003

Official name: Raad van State
Registration number: 0931814266
Town: Brussel
Postcode: 1000
Country subdivision (NUTS): Arr. de Bruxelles-Capitale/Arr. Brussel-Hoofdstad (BE100)
Country: Belgium
Roles of this organisation:
Review organisation

Notice information

Notice identifier/version: 2e9a40ca-8a94-4e7c-97ff-2c6f475e55b9 - 01
Form type: Competition
Notice type: Contract or concession notice – standard regime
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