

Belgium-Brussels: IT services: consulting, software development, Internet and support
OJ S 75/2022 15/04/2022
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Agence wallonne à l'exportation et aux Investissements étrangers

National registration number: 0267.314.479_27107

Postal address: Place Saintelette 2,

Town: Bruxelles

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

Postal code: 1080

Country: Belgium

Contact person: Mr Jacques Jadoul

E-mail: j.jadoul@awex.be

Internet address(es):

Main address: <http://awex-export.be>

Address of the buyer profile: <https://enot.publicprocurement.be/enot-war/preViewNotice.do?noticeId=443370>

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

Other activity: Commerce extérieur et investissements étrangers

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Marché public de services relatif au déploiement au sein d'un organisme public à dimension internationale d'un ou de plusieurs outils de gestion de relation Clients (dont CRM et gestion de programmes), incluant les licences, le paramétrage, des développements (intégration), la maintenance, la sécurité, les conseils en gouvernance et formations (administrateurs et utilisateurs clés)

Reference number: AWEX-MP_2021_0005-F03_0

II.1.2. Main CPV code

72000000 IT services: consulting, software development, Internet and support

II.1.3. Type of contract

Services

II.1.4. Short description

Marché public de services relatif au déploiement au sein d'un organisme public à dimension internationale d'un ou de plusieurs outils de gestion de relation Clients

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 12 252 904,00 EUR

II.2. Description

II.2.3. Place of performance

NUTS code: BE Belgique / België

Main site or place of performance: Les prestations de services auront lieu en Belgique et à l'étranger (distanciel principalement dans ce dernier cas).

II.2.4. Description of the procurement

Voir document du marché

II.2.5. Award criteria

Quality criterion - Name: La qualité du dispositif fonctionnel et techniques / Weighting: 400

Quality criterion - Name: La qualité des services / Weighting: 250

Price - Weighting: 350

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

Competitive procedure with negotiation

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: [2021/S 046-115796](#)

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

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

04/12/2021

V.2.2. Information about tenders

Number of tenders received: 5

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

V.2.3. Name and address of the contractor

Official name: AsUgo

Postal address: Rue du Saphir, 33

Town: Schaerbeek

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

Postal code: 1030

Country: Belgium

The contractor is an SME: no

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

Total value of the contract/lot: 12 252 904,00 EUR

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Conseil d'Etat

Postal address: Rue de la Science, 3

Town: Bruxelles

Postal code: 1040

Country: Belgium

E-mail: info@raadvst-consetat.be

Telephone: +32 22349611

Internet address: <http://www.raadvst-consetat.be>

VI.5. Date of dispatch of this notice

13/04/2022