

**Belgium-Brussels: Computer support services**

OJ S 103/2020 28/05/2020

**Contract notice****Services****Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

---

**I.1. Name and addresses**

Official name: GIAL/i-CITY

National registration number: 0449.971.914\_22290

Postal address: Boulevard E. Jacqmain 95

Town: Bruxelles

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

Postal code: 1000

Country: Belgium

Contact person: Olivier Lens

E-mail: [procurement@i-city.brucity.be](mailto:procurement@i-city.brucity.be)

Telephone: +32 22295400

**Internet address(es):**Main address: <http://i-city.brucity.be/>Address of the buyer profile: <https://enot.publicprocurement.be/enot-war/preViewNotice.do?noticeId=376518>**I.3. Communication**The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://enot.publicprocurement.be/enot-war/preViewNotice.do?noticeId=376518>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://eten.publicprocurement.be/etendering/viewWorkspacesBasedOnExtUrl.do?wsName=GIAL-20+0013-F02>**I.4. Type of the contracting authority**

Other type: ASBL Communale

**I.5. Main activity**

Other activity: Informatique

**Section II: Object**

---

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

Service desk (Extended Support)

Reference number: GIAL-20 0013-F02\_0

**II.1.2. Main CPV code**

72610000 Computer support services

### **II.1.3. Type of contract**

Services

### **II.1.4. Short description**

L'objet du présent marché consiste à offrir des services de support IT, en particulier les tâches d'un service desk, durant une période d'heures étendues, pendant une période d'heures exceptionnelles ou en cas de débordement.

### **II.1.5. Estimated total value**

Value excluding VAT: 1 000 000,00 EUR

### **II.1.6. Information about lots**

This contract is divided into lots: no

## **II.2. Description**

### **II.2.3. Place of performance**

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

### **II.2.4. Description of the procurement**

L'objet du présent marché consiste à offrir des services de support IT, en particulier les tâches d'un service desk, durant une période d'heures étendues, pendant une période d'heures exceptionnelles ou en cas de débordement.

### **II.2.5. Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.6. Estimated value**

Value excluding VAT: 1 000 000,00 EUR

### **II.2.7. Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months: 12

This contract is subject to renewal: yes

Description of renewals:

À défaut d'un congé notifié par l'adjudicateur à l'adjudicataire au moins trois mois avant sa date anniversaire, il est chaque fois tacitement reconduit pour un an.

### **II.2.10. Information about variants**

Variants will be accepted: no

### **II.2.11. Information about options**

Options: yes

Description of options:

Voir cahier spécial des charges.

### **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 III: Legal, economic, financial and technical information**

---

### **III.1. Conditions for participation**

### **III.1.2. Economic and financial standing**

Selection criteria as stated in the procurement documents

### **III.1.3. Technical and professional ability**

Selection criteria as stated in the procurement documents

## **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**

#### **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.2.2. Time limit for receipt of tenders or requests to participate**

Date: 26/08/2020 Local time: 11:00

#### **IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates**

#### **IV.2.4. Languages in which tenders or requests to participate may be submitted**

French, Dutch

#### **IV.2.6. Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 6 (from the date stated for receipt of tender)

#### **IV.2.7. Conditions for opening of tenders**

Date: 26/08/2020 Local time: 11:00

## **Section VI: Complementary information**

---

### **VI.1. Information about recurrence**

This is a recurrent procurement: no

### **VI.2. Information about electronic workflows**

Electronic invoicing will be accepted

Electronic payment will be used

### **VI.3. Additional information**

### **VI.4. Procedures for review**

#### **VI.4.1. Review body**

Official name: Tribunal de première instance Bruxelles

Postal address: Rue des Quatre-Bras 13

Town: Bruxelles

Postal code: 1000

Country: Belgium

**VI.5. Date of dispatch of this notice**

26/05/2020