

Belgium-Brussels: Mixed Multiple Framework Contract for Digital Communication Services and Social Media (DCOMM1)
OJ S 96/2021 19/05/2021
Contract award notice
Services

Legal Basis:

Regulation (EU, Euratom) No 2018/1046

Section I: Contracting authority

I.1. Name and addresses

Official name: European Commission, Directorate-General for Communication (COMM),
COMM.B.3 — Europa Web Communication
Postal address: Rue de la Loi 56 (L-56), Wetstraat 56
Town: Brussels
NUTS code: BE10 Région de Bruxelles-Capitale/ Brussels Hoofdstedelijk Gewest
Postal code: B -1049
Country: Belgium
E-mail: COMM-B3-FINANCE@ec.europa.eu

Internet address(es):

Main address: https://ec.europa.eu/info/departments/communication_en

I.1. Name and addresses

Official name: European Parliament
Postal address: Rue Wiertz/Wiertzstraat 60
Town: Brussels
NUTS code: BE10 Région de Bruxelles-Capitale/ Brussels Hoofdstedelijk Gewest
Postal code: B-1047
Country: Belgium
E-mail: dgcomm-contracts@europarl.europa.eu

Internet address(es):

Main address: <https://www.europarl.europa.eu/portal/>

I.1. Name and addresses

Official name: Single Resolution Board (SRB)
Postal address: Treurenberg 22
Town: Brussels
NUTS code: BE10 Région de Bruxelles-Capitale/ Brussels Hoofdstedelijk Gewest
Postal code: B -1049
Country: Belgium
E-mail: SRB-PROCUREMENT@srb.europa.eu

Internet address(es):

Main address: <https://srb.europa.eu/>

I.1. Name and addresses

Official name: European Ombudsman
Postal address: CS 30403, 1 avenue du Président Robert Schuman
Town: Strasbourg
NUTS code: FRF1 Alsace

Postal code: F-67001

Country: France

E-mail: EOprocurement@ombudsman.europa.eu

Internet address(es):

Main address: <https://europa.eu/european-union/about-eu/institutions-bodies/european-ombudsman>

I.1. Name and addresses

Official name: European Labour Authority (ELA)

Postal address: Rue de Spa 3 / 04-106, DG Employment Social Affairs and Inclusion

Town: Brussels

NUTS code: BE10 Région de Bruxelles-Capitale/ Brussels Hoofdstedelijk Gewest

Postal code: B -1049

Country: Belgium

E-mail: EMPL-ELA-PROCUREMENT@ec.europa.eu

Internet address(es):

Main address: <https://ela.europa.eu/>

I.1. Name and addresses

Official name: European Research Executive Agency (REA)

Postal address: COV2

Town: Brussels

NUTS code: BE10 Région de Bruxelles-Capitale/ Brussels Hoofdstedelijk Gewest

Postal code: B -1049

Country: Belgium

E-mail: Lara.PASSANTE@ec.europa.eu

Internet address(es):

Main address: https://ec.europa.eu/info/departments/research-executive-agency_en

I.1. Name and addresses

Official name: European Banking Authority (EBA)

Postal address: 20 Avenue André-Prothin, Tour Europlaza

Town: Paris la Defense

NUTS code: FR101 Paris

Country: France

E-mail: FrancaRosa.Congiu@eba.europa.eu

Internet address(es):

Main address: <https://eba.europa.eu/>

I.1. Name and addresses

Official name: European Court of Auditors

Postal address: rue Alcide De Gasperi 12

Town: Luxembourg

NUTS code: LU00 Luxembourg

Postal code: L-1615

Country: Luxembourg

E-mail: ECA-Communication@eca.europa.eu

Internet address(es):

Main address: <https://eca.europa.eu>

I.1. Name and addresses

Official name: European Chemicals Agency (ECHA)

Postal address: POBox 400
Town: Helsinki
NUTS code: FI1B Helsinki-Uusimaa
Postal code: FI-00121
Country: Finland
E-mail: procurement@echa.europa.eu
Internet address(es):
Main address: <https://echa.europa.eu/>

I.1. Name and addresses

Official name: European Union Agency for Law Enforcement Cooperation (EUROPOL)
Postal address: Postbus 90850
Town: The Hague
NUTS code: NL332 Agglomeratie 's-Gravenhage
Postal code: 2509
Country: Netherlands
E-mail: Francesca.Lombardo@europol.europa.eu
Internet address(es):
Main address: <https://www.europol.europa.eu/>

I.1. Name and addresses

Official name: European Asylum Support Office (EASO)
Postal address: Winemakers Wharf, MTC Block A
Town: Valletta
NUTS code: MT001 Malta
Postal code: MRS-1917
Country: Malta
E-mail: contracts@easo.europa.eu
Internet address(es):
Main address: <https://easo.europa.eu/>

I.1. Name and addresses

Official name: European External Action Service (EEAS)
Postal address: EEAS Building, 9A Rond Point Schuman
Town: Brussels
NUTS code: BE10 Région de Bruxelles-Capitale/ Brussels Hoofdstedelijk Gewest
Postal code: B -1046
Country: Belgium
E-mail: SG-AFFGEN-6-CONTRACTS@eeas.europa.eu
Internet address(es):
Main address: <http://www.eeas.europa.eu>

I.1. Name and addresses

Official name: Council of the European Union
Postal address: Rue de la Loi / Wetstraat, 175
Town: Brussels
NUTS code: BE10 Région de Bruxelles-Capitale/ Brussels Hoofdstedelijk Gewest
Postal code: B-1048
Country: Belgium
E-mail: Alfredo.PULVIRENTI@consilium.europa.eu
Internet address(es):

Main address: <https://www.consilium.europa.eu/>

I.1. Name and addresses

Official name: Bio-based Industries Joint Undertaking (BBI)

Postal address: TO56 – 3rd floor

Town: Brussels

NUTS code: BE10 Région de Bruxelles-Capitale/ Brussels Hoofdstedelijk Gewest

Postal code: B -1049

Country: Belgium

E-mail: communications@bbi.europa.eu

Internet address(es):

Main address: <https://www.bbi-europe.eu/>

I.1. Name and addresses

Official name: European Public Prosecutor's Office (EPPO)

Postal address: Not Provided

Town: Luxembourg

NUTS code: LU00 Luxembourg

Postal code: B-1499

Country: Luxembourg

E-mail: EU-EPPO-PROCUREMENT@ec.europa.eu

Internet address(es):

Main address: https://ec.europa.eu/info/law/cross-border-cases/judicial-cooperation/networks-and-bodies-supporting-judicial-cooperation/european-public-prosecutors-office_en

I.1. Name and addresses

Official name: Fuel Cells and Hydrogen 2 Joint Undertaking (FCH 2)

Postal address: TO 56-60, 04/21

Town: Brussels

NUTS code: BE10 Région de Bruxelles-Capitale/ Brussels Hoofdstedelijk Gewest

Postal code: B-1049

Country: Belgium

E-mail: info.procurement@fch.europa.eu

Internet address(es):

Main address: <https://www.fch.europa.eu/>

I.1. Name and addresses

Official name: European Climate, Infrastructure and Environment Executive Agency (CINEA)

Postal address: W910

Town: Brussels

NUTS code: BE10 Région de Bruxelles-Capitale/ Brussels Hoofdstedelijk Gewest

Postal code: B-1049

Country: Belgium

E-mail: inea-communication@ec.europa.eu

Internet address(es):

Main address: <https://ec.europa.eu/inea/>

I.1. Name and addresses

Official name: European Securities and Markets Authority (ESMA)

Postal address: CS 60747, 103 rue de Grenelle

Town: Paris

NUTS code: FR101 Paris

Postal code: F-75345
Country: France
E-mail: procurement@esma.europa.eu
Internet address(es):
Main address: <https://www.esma.europa.eu/>

I.1. Name and addresses

Official name: European Research Council Executive Agency (ERCEA)
Postal address: COV2 [Office nr]
Town: Brussels
NUTS code: BE10 Région de Bruxelles-Capitale/ Brussels Hoofdstedelijk Gewest
Postal code: B-1049
Country: Belgium
E-mail: Anthony.Lockett@ec.europa.eu
Internet address(es):
Main address: <https://erc.europa.eu/about-erc/erc-executive-agency-ercea>

I.1. Name and addresses

Official name: European Committee of the Regions
Postal address: Rue Belliard/Belliardstraat 99-101, Bâtiment Jacques Delors/Jacques Delors Gebouw
Town: Brussels
NUTS code: BE10 Région de Bruxelles-Capitale/ Brussels Hoofdstedelijk Gewest
Postal code: B-1040
Country: Belgium
E-mail: achim.ladwig@cor.europa.eu
Internet address(es):
Main address: <http://cor.europa.eu/>

I.1. Name and addresses

Official name: European Centre for Disease Prevention and Control (ECDC)
Postal address: Gustav III:s Boulevard 40
Town: Solna
NUTS code: SE11 Stockholm
Postal code: 169 73
Country: Sweden
E-mail: ECDC.procurement@ecdc.europa.eu
Internet address(es):
Main address: <https://www.ecdc.europa.eu/en>

I.1. Name and addresses

Official name: Agency for Support for BEREC (BEREC OFFICE)
Postal address: Z.A. Meierovica Bulvaris 14, BEREC Office
Town: Riga
NUTS code: LV006 Rīga
Postal code: LV-1050
Country: Latvia
E-mail: procurement@berec.europa.eu
Internet address(es):
Main address: <https://berec.europa.eu/>

I.1.

Name and addresses

Official name: European Insurance and Occupational Pensions Authority (EIOPA)

Postal address: Westhafenplatz 1

Town: Frankfurt

NUTS code: DE712 Frankfurt am Main, Kreisfreie Stadt

Postal code: D-60327

Country: Germany

E-mail: procurement@eiopa.europa.eu

Internet address(es):

Main address: <https://www.eiopa.europa.eu/>

I.1. Name and addresses

Official name: European Innovation Council and SMEs Executive Agency (EISMEA)

Postal address: Covent Garden (COV2), Place Charles Rogier 16

Town: Brussels

NUTS code: BE10 Région de Bruxelles-Capitale/ Brussels Hoofdstedelijk Gewest

Postal code: B-1210

Country: Belgium

E-mail: EASME-PROCUREMENT@ec.europa.eu

Internet address(es):

Main address: <https://ec.europa.eu/easme/>

I.1. Name and addresses

Official name: European Agency for the Operational Management of Large-Scale IT Systems in the Area of Freedom, Security and Justice (eu-LISA)

Postal address: Rävala pst 4, EU House

Town: Tallinn

NUTS code: EE0 Eesti

Postal code: 10143

Country: Estonia

E-mail: Kalev.Habalainen@EULISA.EUROPA.EU

Internet address(es):

Main address: <https://www.eulisa.europa.eu/>

I.2. Information about joint procurement

The contract involves joint procurement

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**

Mixed Multiple Framework Contract for Digital Communication Services and Social Media (DCOMM1)

Reference number: COMM/2020/OP/0024

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

The subject of this call for tenders is a mixed multiple framework contract on digital communication services and social media. The successful tenderer(s), in close coordination with the contracting authority, will perform all services needed to design, set up, create, improve and maintain the contracting authorities web presence and other digital communication channels. The framework contract will have two (2) lots: a first lot for Intramuros services (T&M) and Proximity T&M, in the form of multiple framework contract in cascade; a second lot for 'Extramuros' (QTM) and 'Fixed price' services, in the form of a mixed multiple framework contract, in cascade, and reopening of competition above a threshold of EUR 100 000.

II.1.6. Information about lots

This contract is divided into lots: yes

II.1.7. Total value of the procurement

Value excluding VAT: 150 000 000,00 EUR

II.2. Description

II.2.1. Title

Time and Means and Proximity Time and Means Services Related to Digital Communication and Social Media

Lot No: 1

II.2.2. Additional CPV code(s)

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

II.2.3. Place of performance

NUTS code: BE10 Région de Bruxelles-Capitale/ Brussels Hoofdstedelijk Gewest

Main site or place of performance: The services will be performed as required in Brussels, Luxembourg, at the offices of the EC Representations in the Member States and other European Institutions premises located in the EU.

II.2.4. Description of the procurement

The contractor, in close coordination with the European Commission and other contracting authorities, will perform all services needed to design, set up, create, improve and maintain the contracting authorities's web presence and other digital communication channels.

The contractor will carry out work on the different websites of the Commission or other contracting authorities (and on particular sections of those). These websites and sections could differ in their nature and complexity. Additionally some tasks may relate to the management of the Commission or other contracting authorities intranets.

The contractor will also be asked to work on other digital channels (e.g. social media platforms) by creating content for them, maintaining the different corporate accounts, preparing visual material for social media or conducting social media-related projects. The contractor will provide support in the management, improvement, development and maintenance of a number of web tools for which the contracting authorities are responsible. The contractor will also provide editorial support for publishing content online.

Services will be ordered against time and means and proximity time and means.

II.2.5. Award criteria

Quality criterion - Name: As per tender specifications / Weighting: 60

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: See internet address provided in section I.3) of the contract notice.

II.2.14. Additional information

II.2. Description

II.2.1. Title

Quoted Time and Means and Fixed Price Services Related to Digital Communication and Social Media Projects

Lot No: 2

II.2.2. Additional CPV code(s)

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

II.2.3. Place of performance

NUTS code: BE10 Région de Bruxelles-Capitale/ Brussels Hoofdstedelijk Gewest

Main site or place of performance: The services will be performed as required in Brussels, Luxembourg, at the offices of the EC Representations in the Member States and other European Institutions premises located in the EU.

II.2.4. Description of the procurement

The contractor, in close coordination with the European Commission and other contracting authorities, will perform all services needed to identify, define, plan, execute and monitor projects related to digital communication and social media.

The contractor will support DG COMM, other Commission services and contracting authorities services in order to identify, plan, manage, execute and monitor digital communication and social media projects, to ensure that the Institution's main communication goals are achieved.

The contractor will be asked to work on different digital channels (e.g. websites and social media platforms).

Services will be ordered against quoted time and means and fixed-price.

II.2.5. Award criteria

Quality criterion - Name: As per tender specifications / Weighting: 60

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: See internet address provided in section I.3) of the contract notice.

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: [2020/S 132-322372](#)

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: COMM/2020/OP/0024

Lot No: 1

Title:

Time and Means and Proximity Time and Means Services related to Digital Communication and Social Media

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

10/03/2021

V.2.2. Information about tenders

Number of tenders received: 3

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

V.2.3. Name and address of the contractor

Official name: EVERIS Belgique SPRL (Polaris Consortium — first contractor in cascade)

Town: Brussels

NUTS code: BE Belgique / België

Country: Belgium

The contractor is an SME: no

V.2.3. Name and address of the contractor

Official name: Intrasoft International SA

Town: Luxembourg
NUTS code: LU Luxembourg
Country: Luxembourg
The contractor is an SME: no

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

Initial estimated total value of the contract/lot: 90 000 000,00 EUR

Total value of the contract/lot: 90 000 000,00 EUR

V.2.5. Information about subcontracting

Section V: Award of contract

Contract No: COMM/2020/OP/0024

Lot No: 1

Title:

Time and Means and Proximity Time and Means Services related to Digital Communication and Social Media Projects

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

10/03/2021

V.2.2. Information about tenders

Number of tenders received: 3

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

V.2.3. Name and address of the contractor

Official name: AUSY IT Consulting NV (Inline consortium — second contractor in cascade)

Town: Heverlee

NUTS code: BE Belgique / België

Country: Belgium

The contractor is an SME: no

V.2.3. Name and address of the contractor

Official name: ICF Next SA

Town: Brussels

NUTS code: BE Belgique / België

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: 90 000 000,00 EUR

Total value of the contract/lot: 90 000 000,00 EUR

V.2.5. Information about subcontracting

Section V: Award of contract

Contract No: COMM/2020/OP/0024

Lot No: 1

Title:

Time and Means and Proximity Time and Means Services related to Digital Communication and Social Media

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

10/03/2021

V.2.2. Information about tenders

Number of tenders received: 3

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

V.2.3. Name and address of the contractor

Official name: Cronos International SA (Cronos and Sword Consortium — Third contractor in cascade)

Town: Capellen

NUTS code: LU Luxembourg

Country: Luxembourg

The contractor is an SME: no

V.2.3. Name and address of the contractor

Official name: C-Dev SA

Town: Capellen

NUTS code: LU Luxembourg

Country: Luxembourg

The contractor is an SME: no

V.2.3. Name and address of the contractor

Official name: Sword Technologies SA

Town: Windhof

NUTS code: LU Luxembourg

Country: Luxembourg

The contractor is an SME: no

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

Initial estimated total value of the contract/lot: 90 000 000,00 EUR

Total value of the contract/lot: 90 000 000,00 EUR

V.2.5. Information about subcontracting

Section V: Award of contract

Contract No: COMM/2020/OP/0024

Lot No: 2

Title:

Quoted Time and Means and Fixed Price Services related to Digital Communication and Social Media Projects

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

26/04/2021

V.2.2. Information about tenders

Number of tenders received: 10

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

V.2.3. Name and address of the contractor

Official name: Intrasoft International SA (Aurora consortium — First contractor in cascade)

Town: Luxembourg

NUTS code: LU Luxembourg

Country: Luxembourg

The contractor is an SME: no

V.2.3. Name and address of the contractor

Official name: Everis Belgique sprl

Town: Brussels

NUTS code: BE Belgique / België

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: 60 000 000,00 EUR

Total value of the contract/lot: 60 000 000,00 EUR

V.2.5. Information about subcontracting

Section V: Award of contract

Contract No: COMM/2020/OP/0024

Lot No: 2

Title:

Quoted Time and Means and Fixed Price Services related to Digital Communication and Social Media Projects

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

26/04/2021

V.2.2. Information about tenders

Number of tenders received: 10

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

V.2.3. Name and address of the contractor

Official name: Tipik Communication Agency SA (Tipik — second contractor in cascade)
Town: Brussels
NUTS code: BE Belgique / België
Country: Belgium
The contractor is an SME: no

V.2.3. Name and address of the contractor

Official name: Inspiire.me NV
Town: Brussels
NUTS code: BE Belgique / België
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: 60 000 000,00 EUR
Total value of the contract/lot: 60 000 000,00 EUR

V.2.5. Information about subcontracting**Section V: Award of contract**

Contract No: COMM/2020/OP/0024

Lot No: 2

Title:

Quoted Time and Means and Fixed Price Services related to Digital Communication and Social Media Projects

A contract/lot is awarded: yes

V.2. Award of contract**V.2.1. Date of conclusion of the contract**

26/04/2021

V.2.2. Information about tenders

Number of tenders received: 10
The contract has been awarded to a group of economic operators: yes

V.2.3. Name and address of the contractor

Official name: AUSY IT Consulting NV (StreamLine Consortium — Third contractor in cascade)
Town: Heverlee
NUTS code: BE Belgique / België
Country: Belgium
The contractor is an SME: no

V.2.3. Name and address of the contractor

Official name: ICF Next SA
Town: Brussels
NUTS code: BE Belgique / België
Country: Belgium
The contractor is an SME: no

V.2.3. Name and address of the contractor

Official name: GOPA Comm

Town: Brussels

NUTS code: BE Belgique / België

Country: Belgium

The contractor is an SME: yes

V.2.3. Name and address of the contractor

Official name: European Service Network SA

Town: Brussels

NUTS code: BE Belgique / België

Country: Belgium

The contractor is an SME: yes

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

Initial estimated total value of the contract/lot: 60 000 000,00 EUR

Total value of the contract/lot: 60 000 000,00 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: General Court of the European Union

Postal address: Rue du Fort Niedergrünewald

Town: Luxembourg

Postal code: 2925

Country: Luxembourg

E-mail: GC.Registry@curia.europa.eu

Telephone: +352 4303-1

Internet address: <http://curia.europa.eu>

VI.5. Date of dispatch of this notice

07/05/2021