

Belgium-Brussels: IT services: consulting, software development, Internet and support

OJ S 93/2022 13/05/2022

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Delcredere Ducroire

National registration number: 0203.286.759_510925

Postal address: Rue Montoyerstraat 3

Town: Bruxelles

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

Postal code: 1000

Country: Belgium

Contact person: Bart Timmermans

E-mail: b.timmermans@credendo.com

Telephone: +32 27888925

Internet address(es):Main address: <http://www.credendo.com>Address of the buyer profile: <https://enot.publicprocurement.be/enot-war/preViewNotice.do?noticeId=444868>**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=444868>

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=Delcredere-0811_ABC-F02-F02Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at: <https://enot.publicprocurement.be/enot-war/displayForum.do?forumId=43875>**I.4. Type of the contracting authority**

National or federal agency/office

I.5. Main activity

Economic and financial affairs

Section II: Object

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

SERVICES DE CONSEIL, D'ANALYSE COMPARATIVE ET DE CONSULTATION DANS LE DOMAINE DES TECHNOLOGIES DE L'INFORMATION ET DE LA COMMUNICATION

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

L'objectif de la présente procédure est de conclure des accords-cadres pour fournir à Credendo, au cours des quatre prochaines années, des services de conseil, d'évaluation comparative et de consultance dans le domaine des technologies de l'information et de la communication.

Dans la nouvelle procédure, les services de conseil, de benchmarking et de consultance sont divisés en 3 lots, comme suit :

- Services de conseil (Recherche et conseil) pour le lot 1 ;
- Services de benchmarking (Analyse comparative et examen de la qualité des prestations) pour le lot 2 ;
- Services de conseil (conseil de haut niveau et études) pour le lot 3.

II.1.5. Estimated total value

Value excluding VAT: 500 000,00 EUR

II.1.6. Information about lots

This contract is divided into lots: yes

Tenders may be submitted for all lots

II.2. Description

II.2.1. Title

Services de conseil (Recherche et conseil)

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

II.2.4. Description of the procurement

La recherche et le conseil consistent en un accès à des informations standard (rapports publiés) et à des informations personnalisées (analystes, coaching, travail en équipe, événements de mise en réseau, etc.) visant à soutenir la prise de décision à différents niveaux dans une organisation informatique. Il s'agit, par exemple, de payer une redevance annuelle donnant accès aux rapports et d'y intégrer d'autres options en fonction du prix.

Les services de conseil doivent couvrir les besoins de Credendo en matière de :

- l'accès au matériel de recherche
- des conseils
- Participation à des événements

II.2.5. Award criteria

Criteria below

Quality criterion - Name: Qualité / Weighting: 60

Price - Weighting: 40

II.2.6. Estimated value

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

Duration in months: 48

This contract is subject to renewal: no

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: yes

Description of options:

serions énoncés dans les documents de marché

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

II.2. Description

II.2.1. Title

• Services de benchmarking (Analyse comparative et examen de la qualité des prestations)

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

II.2.4. Description of the procurement

Le benchmarking est un processus comparatif structuré qui permet de mesurer les services, les infrastructures informatiques, les produits et les processus d'une organisation par rapport aux meilleures pratiques, aux cadres standard ou à ses pairs.

Il fournit des informations fiables et indépendantes sur la qualité des infrastructures ou des services TIC et sur leur performance financière relative. L'objectif de ce processus est de trouver des domaines à améliorer et de déterminer comment y parvenir.

Les services de benchmarking doivent couvrir les besoins de Credendo en matière de :

- Le benchmarking standard ;
- Benchmarking express ;
- Les examens de qualité.

II.2.5. Award criteria

Criteria below

Quality criterion - Name: Qualité / Weighting: 60

Price - Weighting: 40

II.2.6. Estimated value

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

Duration in months: 48

This contract is subject to renewal: no

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: yes

Description of options:

serions enoncés dans les documents de marché

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**II.2. Description****II.2.1. Title**

- Services de conseil (conseil de haut niveau et études)

Lot No: 3

II.2.2. Additional CPV code(s)

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

II.2.3. Place of performance

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

II.2.4. Description of the procurement

Les services de conseil (conseil de haut niveau et études) sont considérés comme la fourniture d'informations personnalisées et individuelles, non standard, pour des questions de haut niveau et stratégiques.

II.2.5. Award criteria

Criteria below

Quality criterion - Name: Qualité / Weighting: 60

Price - Weighting: 40

II.2.6. Estimated value**II.2.7. Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months: 48

This contract is subject to renewal: no

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: yes

Description of options:

serions enoncés dans les documents de marchés

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

Competitive procedure with negotiation

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

The procurement involves the establishment of a framework agreement

Framework agreement with several operators
Envisaged maximum number of participants to the framework agreement: 3

IV.1.4. Information about reduction of the number of solutions or tenders during negotiation or dialogue

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

IV.1.5. Information about negotiation

The contracting authority reserves the right to award the contract on the basis of the initial tenders without conducting negotiations

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: 10/06/2022 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

English, French, Dutch

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

Duration in months: 120 (from the date stated for receipt of tender)

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Tribunal civil de Bruxelles

Town: Bruxelles

Country: Belgium

VI.4.2. Body responsible for mediation procedures

Official name: Tribunal civil de Bruxelles

Town: Bruxelles

Country: Belgium

VI.4.4. Service from which information about the review procedure may be obtained

Official name: Tribunal civil de Bruxelles

Town: Bruxelles

Country: Belgium

VI.5. Date of dispatch of this notice

10/05/2022