

262564-2026 - Competition

Belgium – Maintenance of information technology software – Accord-cadre de services, mono attributaire, ayant pour objet :

OJ S 75/2026 17/04/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Digit'Eaux

Email: emilie.delplanque@swde.be

Legal type of the buyer: Public undertaking

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Accord-cadre de services, mono attributaire, ayant pour objet :

Description: Accord-cadre de services, mono attributaire, ayant pour objet : Maintenance corrective et évolutive de SAP Field Service Management (FSM)

Procedure identifier: 16f42dad-6a8a-4c8a-9b2b-4df2427f1c16

Internal identifier: PPP1YF-61/6009/MP_25.102_61_Maintenance_SAP_FSM

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): 72267100 Maintenance of information technology software

2.1.2. Place of performance

Country subdivision (NUTS): Arr. Charleroi (BE32B)

Country: Belgium

2.1.2. Place of performance

Country subdivision (NUTS): Arr. Charleroi (BE32B)

Country: Belgium

2.1.3. Value

Maximum value of the framework agreement: 3 230 540,30 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Procurement Document

5. Lot

5.1. Lot: LOT-0001

Title: Accord-cadre de services, mono attributaire, ayant pour objet :

Description: Accord-cadre de services, mono attributaire, ayant pour objet : Maintenance corrective et évolutive de SAP Field Service Management (FSM)

Internal identifier: MP_25.102_61_Maintenance_SAP_FSM_1

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72267100 Maintenance of information technology software

Additional classification (cpv): 72500000 Computer-related services

5.1.2. Place of performance

Postal address: Esplanade René Magritte 20

Town: COUILLET

Postcode: 6010

Country subdivision (NUTS): Arr. Charleroi (BE32B)

Country: Belgium

Additional information: Pôle Stratégie et Organisation - Informatique

5.1.3. Estimated duration

Duration: 48 Months

5.1.4. Renewal

Maximum renewals: 1

Other information about renewals: Le marché comporte une reconduction.

5.1.5. Value

Maximum value of the framework agreement: 3 230 540,30 EUR

5.1.6. General information

Reserved participation:

Participation is not reserved.

The names and professional qualifications of the staff assigned to perform the contract must be given: Not required

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): yes

Additional information: La quantité maximale pour l'accord-cadre est fixées à deux fois les quantités présumées totales sur la durée totale de l'accord-cadre (4 ans) soit : 5872 jours ouvrables de consultance. Le pouvoir adjudicateur ne s'engage cependant aucunement à ces valeurs, qui sont fournies uniquement afin de pallier des circonstances modifiées. Il n'y a pas de quantité minimale. Ces quantités maximales atteintes, il n'est plus possible de passer un nouveau marché subséquent, sauf en vertu des articles 38 et suivants de l'AR du 14 janvier 2013. Lorsque le volume maximal de l'accord-cadre est atteint, les marchés subséquents en cours d'exécution lors du dépassement de ce volume resteront exécutables et se poursuivront conformément à leurs conditions contractuelles (en particulier en ce qui concerne la maintenance). Trimestriellement, et sur simple demande de l'adjudicateur, l'adjudicataire devra transmettre à la centrale d'achat un récapitulatif des heures commandées (valeur, période...) par les adjudicateurs/adjudicateurs bénéficiaires afin qu'il puisse suivre les volumes commandé.

5.1.9. Selection criteria

Sources of selection criteria: Procurement Document

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

Minimum number of candidates to be invited for the second stage of the procedure: 3

The buyer reserves the right to award the contract on the basis of the initial tenders without any further negotiations

5.1.10. Award criteria

Criterion:

Type: Quality

Description: Voir cahier des charges

Category of award weight criterion: Weight (points, exact)

Award criterion number: 100

5.1.11. Procurement documents

Address of the procurement documents: <https://cloud.3p.eu/Downloads/1/61/1YF/2025>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://www.publicprocurement.be>

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

Electronic catalogue: Not allowed

Variants: Not allowed

Deadline for receipt of requests to participate: 19/05/2026 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: no

Electronic payment will be used: no

5.1.15. Techniques

Framework agreement:

Framework agreement, without reopening of competition

Maximum number of participants: 1

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Review organisation: Tribunal de première instance de Liège-division Verviers

Information about review deadlines: Organisation fournissant les informations sur les recours et les délais : Conseil d'Etat

Organisation providing additional information about the procurement procedure: Digit'Eaux

Organisation providing more information on the review procedures: Conseil d'Etat

Organisation receiving requests to participate: Digit'Eaux

8. Organisations

8.1. ORG-0001

Official name: Digit'Eaux

Registration number: BE0794.566.590

Postal address: Rue des Ecoles 17
Town: Verviers
Postcode: 4800
Country subdivision (NUTS): Arr. Huy (BE331)
Country: Belgium
Contact point: Emilie Delplanque
Email: emilie.delplanque@swde.be
Telephone: +32 878787
Internet address: <http://www.digiteaux.be/>

Roles of this organisation:

Buyer
Organisation providing additional information about the procurement procedure
Organisation receiving requests to participate

8.1. ORG-0002

Official name: Conseil d'Etat
Registration number: 0931814266
Postal address: Rue de la Science 33
Town: Bruxelles
Postcode: 1040
Country subdivision (NUTS): Arr. de Bruxelles-Capitale/Arr. Brussel-Hoofdstad (BE100)
Country: Belgium
Email: info@conseildetat.be
Telephone: +32 22349611
Internet address: <http://conseildetat.be/?page=e-procedure&lang=fr>

Roles of this organisation:

Organisation providing more information on the review procedures

8.1. ORG-0003

Official name: Tribunal de première instance de Liège-division Verviers
Registration number: BE 0308357753
Postal address: Rue du tribunal 4
Town: Verviers
Postcode: 4000
Country subdivision (NUTS): Arr. Liège (BE332)
Country: Belgium
Email: infra.roj@just.fgov.be
Telephone: +32 25087111

Roles of this organisation:

Review organisation

8.1. ORG-0004

Official name: 3P - Aanbieder van diensten / Prestataire de services
Registration number: BE 0475.480.736
Town: Antwerpen / Anvers
Postcode: 2000
Country subdivision (NUTS): Arr. Antwerpen (BE211)
Country: Belgium
Email: info@3p.eu
Telephone: +32 3 294 30 51

Roles of this organisation:

Procurement service provider

8.1. ORG-0005

Official name: FPS Policy and Support

Registration number: BE 0671.516.647

Town: Brussels

Postcode: 1000

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

Country: Belgium

Email: e.proc@publicprocurement.be

Telephone: +32 2 740 80 00

Roles of this organisation:

TED eSender

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