

Belgium-Brussels: IT services: consulting, software development, Internet and support
OJ S 122/2018 28/06/2018
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: BOSA-DG Transformation digitale

National registration number: 0671.516.647_550141

Postal address: Boulevard Simon Bolivar 30

Town: Bruxelles

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

Postal code: 1000

Country: Belgium

Contact person: Björn Maras

E-mail: bjorn.maras@bosa.fgov.be

Telephone: +32 27407651

Internet address(es):

Main address: <https://bosa.belgium.be>

Address of the buyer profile: <https://enot.publicprocurement.be/enot-war/preViewNotice.do?noticeId=312827>

I.4. Type of the contracting authority

Ministry or any other national or federal authority, including their regional or local subdivisions

I.5. Main activity

General public services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Soutien des services informatiques

Reference number: BOSA-DGDT-2017/M1066-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

Soutien des services informatiques

II.1.6. Information about lots

This contract is divided into lots: yes

II.1.7. Total value of the procurement

Value excluding VAT: 3 045 735,81 EUR

II.2. Description

II.2.1. Title

Services de centre d'appels

Lot No: 1

II.2.2. Additional CPV code(s)

72253000 Helpdesk and support services, 72253100 Helpdesk services

II.2.3. Place of performance

NUTS code: BE Belgique / België

II.2.4. Description of the procurement

Services de centre d'appels

II.2.5. Award criteria

Quality criterion - Name: Plan d'approche / Weighting: 45

Quality criterion - Name: Plus-value fonctionnelle / Weighting: 10

Quality criterion - Name: Flexibilité additionnelle / Weighting: 5

Price - Weighting: 40

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

II.2. Description

II.2.1. Title

Collaborateur du Service Desk (support de 1re ligne)

Lot No: 2

II.2.2. Additional CPV code(s)

72253000 Helpdesk and support services, 72253100 Helpdesk services

II.2.3. Place of performance

NUTS code: BE Belgique / België

II.2.4. Description of the procurement

Collaborateur du Service Desk (support de 1re ligne)

II.2.5. Award criteria

Quality criterion - Name: Qualité des profils proposés / Weighting: 50

Quality criterion - Name: Flexibilité additionnelle / Weighting: 10

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:
no

II.2.14. Additional information

II.2. Description

II.2.1. Title

Collaborateur de 2de ligne
Lot No: 3

II.2.2. Additional CPV code(s)

72253000 Helpdesk and support services, 72253100 Helpdesk services

II.2.3. Place of performance

NUTS code: BE Belgique / België

II.2.4. Description of the procurement

Collaborateur de 2de ligne

II.2.5. Award criteria

Quality criterion - Name: Qualité des profils proposés / Weighting: 50
Quality criterion - Name: Flexibilité additionnelle / Weighting: 10
Price - Weighting: 40

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

II.2. Description

II.2.1. Title

Subject Matter Expert (support de 3e ligne)
Lot No: 4

II.2.2. Additional CPV code(s)

72253000 Helpdesk and support services, 72253100 Helpdesk services

II.2.3. Place of performance

NUTS code: BE Belgique / België

II.2.4. Description of the procurement

Subject Matter Expert (support de 3e ligne)

II.2.5. Award criteria

Quality criterion - Name: Qualité des profils proposés / Weighting: 50

Quality criterion - Name: Flexibilité additionnelle / Weighting: 10

Price - Weighting: 40

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

II.2. Description

II.2.1. Title

Gestionnaire de systèmes et d'applications

Lot No: 5

II.2.2. Additional CPV code(s)

72253000 Helpdesk and support services, 72253100 Helpdesk services

II.2.3. Place of performance

NUTS code: BE Belgique / België

II.2.4. Description of the procurement

Gestionnaire de systèmes et d'applications

II.2.5. Award criteria

Quality criterion - Name: Qualité des profils proposés / Weighting: 50

Quality criterion - Name: Flexibilité additionnelle / Weighting: 10

Price - Weighting: 40

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

II.2. Description

II.2.1. Title

Gestionnaire de services

Lot No: 6

II.2.2. Additional CPV code(s)

72253000 Helpdesk and support services, 72253100 Helpdesk services

II.2.3. Place of performance

NUTS code: BE Belgique / België

II.2.4. Description of the procurement

Gestionnaire de services

II.2.5. Award criteria

Quality criterion - Name: Qualité des profils proposés / Weighting: 50

Quality criterion - Name: Flexibilité additionnelle / Weighting: 10

Price - Weighting: 40

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 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.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2018/S 016-032840](#)

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: 1

Lot No: 1

Title:

Services de centre d'appels

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

05/06/2018

V.2.2. Information about tenders

Number of tenders received: 3

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

V.2.3. Name and address of the contractor

Official name: Multicom SCRL

Postal address: Boulevard Frère Orban 25

Town: Liège

NUTS code: BE332 Arr. Liège

Postal code: 4000

Country: Belgium

The contractor is an SME: yes

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

Total value of the contract/lot: 152 295,81 EUR

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

Contract No: 2

Lot No: 2

Title:

Collaborateur du Service Desk (support de 1re ligne)

A contract/lot is awarded: yes

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

05/06/2018

V.2.2. Information about tenders

Number of tenders received: 3

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

V.2.3. Name and address of the contractor

Official name: Ausy Belgium

Postal address: Esperantolaan 8

Town: Heverlee

NUTS code: BE Belgique / België

Postal code: 3001

Country: Belgium

The contractor is an SME: no

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

Total value of the contract/lot: 1 309 440,00 EUR

V.2.5. Information about subcontracting

Section V: Award of contract

Contract No: 3

Lot No: 6

Title:

Gestionnaire de services

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

05/06/2018

V.2.2. Information about tenders

Number of tenders received: 3

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

V.2.3. Name and address of the contractor

Official name: Ausy Belgium

Postal address: Esperantolaan 8

Town: Heverlee

NUTS code: BE242 Arr. Leuven

Postal code: 3001

Country: Belgium

The contractor is an SME: no

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

Total value of the contract/lot: 1 584 000,00 EUR

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

Les lots 3, 4 et 5 n'ont pas été attribués.

VI.4. Procedures for review

VI.4.1. Review body

Official name: Conseil d'État

Postal address: Rue de la Science 33

Town: Bruxelles

Postal code: 1040

Country: Belgium

VI.5. Date of dispatch of this notice

25/06/2018