

Belgium-Brussels: End-User Support Services — Service Mode (EUSS-SM)

OJ S 122/2020 26/06/2020

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 Informatics, Directorate for Strategy and Resources, ICT Procurement and Contracts Unit

Postal address: Rue Montoyer 15, Office: 07/P001

Town: Brussels

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

Postal code: 1000

Country: Belgium

Contact person: DIGIT Contracts Info Centre

E-mail: digit-contracts-info-centre@ec.europa.eu

Telephone: +32 229-60762

Fax: +32 229-57702

Internet address(es):

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

Address of the buyer profile: https://ec.europa.eu/info/funding-tenders/tender-opportunities-department/informatics-tenders-and-contracts_en

I.1. Name and addresses

Official name: Education, Audiovisual and Culture Executive Agency (EACEA)

Town: Brussels

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

Country: Belgium

Contact person: DIGIT Contracts Info Centre

E-mail: digit-contracts-info-centre@ec.europa.eu

Telephone: +32 229-60762

Fax: +32 229-57702

Internet address(es):

Main address: https://eacea.ec.europa.eu/homepage_en

I.1. Name and addresses

Official name: Consumers, Health, Agriculture and Food Executive Agency (CHAFEA)

Town: Luxembourg

NUTS code: LU000 Luxembourg

Country: Luxembourg

Contact person: DIGIT Contracts Info Centre

E-mail: digit-contracts-info-centre@ec.europa.eu

Telephone: +32 229-60762

Fax: +32 229-57702

Internet address(es):

Main address: <http://ec.europa.eu/chafea/>

I.1. Name and addresses

Official name: Executive Agency for Small and Medium-sized Enterprises (EASME)

Town: Brussels

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

Country: Belgium

Contact person: DIGIT Contracts Info Centre

E-mail: digit-contracts-info-centre@ec.europa.eu

Telephone: +32 229-60762

Fax: +32 229-57702

Internet address(es):

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

I.1. Name and addresses

Official name: European Research Council Executive Agency (ERCEA)

Town: Brussels

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

Country: Belgium

Contact person: DIGIT Contracts Info Centre

E-mail: digit-contracts-info-centre@ec.europa.eu

Telephone: +32 229-60762

Fax: +32 229-57702

Internet address(es):

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

I.1. Name and addresses

Official name: Research Executive Agency (REA)

Town: Brussels

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

Country: Belgium

Contact person: DIGIT Contracts Info Centre

E-mail: digit-contracts-info-centre@ec.europa.eu

Telephone: +32 229-60762

Fax: +32 229-57702

Internet address(es):

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

I.1. Name and addresses

Official name: Innovation and Networks Executive Agency (INEA)

Town: Brussels

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

Country: Belgium

Contact person: DIGIT Contracts Info Centre

E-mail: digit-contracts-info-centre@ec.europa.eu

Telephone: +32 229-60762

Fax: +32 229-57702

Internet address(es):

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

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

End-User Support Services — Service Mode (EUSS-SM)

Reference number: DIGIT/A3/PO/2018/015

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

End-user support services for the digital workplace and for information systems provided to the European Commission and executive agencies. See internet address: <https://etendering.ted.europa.eu/cft/cft-documents.html?cftId=5193>

II.1.6. Information about lots

This contract is divided into lots: yes

II.1.7. Total value of the procurement

Value excluding VAT: 650 465 134,80 EUR

II.2. Description

II.2.1. Title

End-User Support Services for the Digital Workplace (EUSS-DWP)

Lot No: 1

II.2.2. Additional CPV code(s)

72200000 Software programming and consultancy services, 72253000 Helpdesk and support services, 72253100 Helpdesk services, 72611000 Technical computer support services

II.2.3. Place of performance

NUTS code: BE Belgique / België

NUTS code: IT Italia

NUTS code: IE Éire / Ireland

NUTS code: LU Luxembourg

NUTS code: DE Deutschland

NUTS code: ES España

NUTS code: NL Nederland

Main site or place of performance: The locations of the participating EU institutions. For further information, see <https://etendering.ted.europa.eu/cft/cft-documents.html?cftId=5193>

II.2.4. Description of the procurement

End-user support services for the digital workplace related to the IT service management for the integrated and consolidated IT desktop environment of the European Commission and the executive agencies. For further information, see <https://etendering.ted.europa.eu/cft/cft-documents.html?cftId=5193>

II.2.5. Award criteria

Quality criterion - Name: Quality of the technical offer / 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: EU administrative appropriations.

II.2.14. Additional information

II.2. Description

II.2.1. Title

End-user Support Services for Information Systems (EUSS-IS)

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: IT Italia

NUTS code: DE Deutschland

NUTS code: IE Éire / Ireland

NUTS code: NL Nederland

NUTS code: ES España

NUTS code: BE Belgique / België

NUTS code: LU Luxembourg

Main site or place of performance: The locations of the participating EU institutions. See <https://etendering.ted.europa.eu/cft/cft-documents.html?cftId=5193>

II.2.4. Description of the procurement

End-user support services for information systems (EUSS-IS) for the support of the information systems, their users and service infrastructure. For further information, see <https://etendering.ted.europa.eu/cft/cft-documents.html?cftId=5193>

II.2.5. Award criteria

Quality criterion - Name: Quality of the technical offer / 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: EU administrative appropriations.

II.2.14. Additional information

Procurement documents are available at: <https://etendering.ted.europa.eu/cft/cft-documents.html?cftId=5193>

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: [2019/S 215-526600](#)

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: DI-07810

Lot No: 1

Title:

End-user Support Services for the Digital Workplace (EUSS-DWP)

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

10/06/2020

V.2.2. Information about tenders

Number of tenders received: 1

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

V.2.3. Name and address of the contractor

Official name: Atos Belgium SA/NV

National registration number: 0401848135

Postal address: Da Vincilaan 5

Town: Zaventem

NUTS code: BE241 Arr. Halle-Vilvoorde

Postal code: 1930
Country: Belgium
The contractor is an SME: no

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

Total value of the contract/lot: 206 667 629,89 EUR

V.2.5. Information about subcontracting

The contract is likely to be subcontracted Value or proportion likely to be subcontracted to third parties Proportion: 57 %

Section V: Award of contract

Contract No: DI-07811

Lot No: 2

Title:

End-user Support Services for Information Systems (EUSS-IS)

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

10/06/2020

V.2.2. Information about tenders

Number of tenders received: 1

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

National registration number: B56565

Postal address: rue Nicolas Bove 2B

Town: Luxembourg

NUTS code: LU000 Luxembourg

Postal code: 1253

Country: Luxembourg

The contractor is an SME: no

V.2.3. Name and address of the contractor

Official name: Cronos International SA

National registration number: B82985

Postal address: Rue Pafebruch 89A

Town: Capellen

NUTS code: LU000 Luxembourg

Postal code: 8308

Country: Luxembourg

The contractor is an SME: yes

V.2.3. Name and address of the contractor

Official name: Axianseu Digital Solutions SA

National registration number: 500074372

Postal address: Edifício Atlantis Av. D. João II, 44C, Piso 5
Town: Lisbon
NUTS code: PT170 Área Metropolitana de Lisboa
Postal code: 1990-095
Country: Portugal
The contractor is an SME: no

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

Total value of the contract/lot: 443 797 504,91 EUR

V.2.5. Information about subcontracting

The contract is likely to be subcontracted Value or proportion likely to be subcontracted to third parties Proportion: 25 %

Section VI: Complementary information

VI.3. Additional information

Procurement documents are available at: <https://etendering.ted.europa.eu/cft/cft-documents.html?cftId=5193>.

VI.4. Procedures for review

VI.4.1. Review body

Official name: General Court
Postal address: rue du Fort Niedergrünwald
Town: Luxembourg
Postal code: L-2925
Country: Luxembourg
E-mail: generalcourt.registry@curia.europa.eu
Telephone: +352 4303-1
Fax: +352 4303-2100
Internet address: <http://curia.europa.eu>

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

Within 2 months of the notification to the plaintiff or, in absence thereof, of the day on which it came to the knowledge of the plaintiff an action for annulment could be launched. Any request made and any reply from the contracting authority or any complaint for maladministration, will have neither the purpose nor the effect of suspending the time-limit for launching an action for annulment or to open a new period for launching an action for annulment. The body responsible for hearing annulment procedures is indicated in section VI.4.1).

VI.5. Date of dispatch of this notice

19/06/2020