

350947-2026 - Competition

Belgium – IT services: consulting, software development, Internet and support – Accord cadre pour ‘Managed services’ pour des activités déterminées du service clients IT interne (IT helpdesk et WaaS)

OJ S 98/2026 22/05/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Banque nationale de Belgique

Email: caa@nbb.be

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: Economic affairs

2. Procedure

2.1. Procedure

Title: Accord cadre pour ‘Managed services’ pour des activités déterminées du service clients IT interne (IT helpdesk et WaaS)

Description: Description générale des domaines 1. Support utilisateurs (Service Desk, IT Desk & Onsite Support) • Assistance utilisateurs • Gestion des incidents • Traitement des demandes de service (SRI) 2. Assets & Logistics • Workplace as a Service • Full device lifecycle management 3. Software Delivery management • Software packaging • Software Delivery management process 4. Formation, communication et coaching des utilisateurs (end-user adoption)

Procedure identifier: 2ecbd1e4-be06-4bb9-a7eb-cd6465919623

Internal identifier: NBB-2026-3553

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

2.1.2. Place of performance

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

Country: Belgium

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: NBB-2026-3553 - 1

Description: Accord cadre pour 'Managed services' pour des activités déterminées du service clients IT interne (IT helpdesk et WaaS)

Internal identifier: 1

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support

5.1.2. Place of performance

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

Country: Belgium

5.1.3. Estimated duration

Start date: 01/11/2027

Duration: 6 Years

5.1.5. Value

Maximum value of the framework agreement: 40 000 000,00 EUR

5.1.6. General information

Reserved participation:

Participation is not reserved.

Procurement Project not financed with EU Funds.

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

Additional information: Le guide de sélection fait partie intégrante de cette publication.

5.1.9. Selection criteria

Sources of selection criteria: Procurement Document

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

The procedure will take place in successive stages. At each stage, some participants may be eliminated

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

5.1.11. Procurement documents

Access to certain procurement documents is restricted

Information about restricted documents is available at: <https://www.nbb.be/nl/over-de-nationale-bank/de-nationale-bank/overheidsopdrachten>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://www.publicprocurement.be/supplier/enterprises/0/tendering-workspaces/publication-workspace-detail/02bd68a6-38f8-4421-9e03-3e52d4143d66/general>

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

Electronic catalogue: Not allowed

Advanced or qualified electronic signature or seal (as defined in Regulation (EU) No 910/2014) is required

Deadline for receipt of requests to participate: 22/06/2026 17:00:00 (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: yes

5.1.15. Techniques

Framework agreement:

Framework agreement, without reopening of competition

Maximum number of participants: 1

Justification for the duration of the framework agreement: Voir guide de sélection

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Review organisation: Conseil d'Etat

Information about review deadlines: Conformément aux articles 14, 15, 23 et 24 de la loi du 17 juin 2013 relative à la motivation, à l'information et aux voies de recours en matière de marchés publics, de certains marchés de travaux, de fournitures et de services et de concessions, une demande de suspension ou d'annulation peut être introduite dans un délai de 15 jours et de 60 jours respectivement, à compter du jour suivant la date d'envoi de la notification de la décision de sélection. La demande doit être soit envoyée par courrier recommandé au greffe du Conseil d'État, rue de la Science 33, 1040 Bruxelles, soit introduite par voie électronique sur le site Internet <https://www.raadvanstate.be/?page=e-procedure&lang=fr>, conformément aux dispositions de l'arrêté royal du 19 novembre 2024 déterminant la procédure du Conseil d'État.

8. Organisations

8.1. ORG-0001

Official name: Banque nationale de Belgique

Registration number: 0203201340_148

Postal address: Boulevard de Berlaimont 14

Town: Bruxelles

Postcode: 1000

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

Country: Belgium

Email: caa@nbb.be

Telephone: +32 22215090

Internet address: <http://www.nbb.be>

Buyer profile: <https://www.publicprocurement.be/bda?organisationIds=148&includeOrganisationChildren=true>

Roles of this organisation:

Buyer

8.1. ORG-0002

Official name: SPF Stratégie et Appui

Registration number: BE001

Postal address: Boulevard Simon Bolivar 30 Bte1
Town: Bruxelles
Postcode: 1000
Country subdivision (NUTS): Arr. de Bruxelles-Capitale/Arr. Brussel-Hoofdstad (BE100)
Country: Belgium
Email: revise@publicprocurement.be
Telephone: +32 2 740 80 00
Internet address: <https://bosa.belgium.be>

Roles of this organisation:

TED eSender

8.1. ORG-0003

Official name: Conseil d'Etat
Registration number: BE0931814266
Town: Brussel
Postcode: 1040
Country subdivision (NUTS): Arr. de Bruxelles-Capitale/Arr. Brussel-Hoofdstad (BE100)
Country: Belgium
Roles of this organisation:
Review organisation

Notice information

Notice identifier/version: 2d4a5ec7-1c7d-477d-952d-842950ccf509 - 01
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