

**Belgium-Brussels: Business and management consultancy and related services**

OJ S 140/2022 22/07/2022

Contract notice

Services

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Secrétariat général

National registration number: 0316.380.940\_537152

Postal address: Boulevard Leopold II, 44

Town: Bruxelles

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

Postal code: 1080

Country: Belgium

Contact person: Delaunois Alexandre

E-mail: [alexandre.delaunois@cfwb.be](mailto:alexandre.delaunois@cfwb.be)**Internet address(es):**Main address: <http://www.federation-wallonie-bruxelles.be/>Address of the buyer profile: <https://enot.publicprocurement.be/enot-war/preViewNotice.do?noticeId=438415>**I.2. Information about joint procurement**

The contract is awarded by a central purchasing body

**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=438415>

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=CF-SG-centrale-Soutien+des+administrations+dans+leurs+projets%2Fprog-F02>**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**

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**II.1. Scope of the procurement****II.1.1. Title**Soutien des administrations dans leurs projets/programmes d'optimisation et de transformation  
Reference number: CF-SG-centrale-Soutien des administrations dans leurs projets/prog-F02\_0**II.1.2.**

**Main CPV code**

79400000 Business and management consultancy and related services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Une centrale d'achat qui a pour objet la mise à disposition d'experts externes pour assurer une offre de service via 4 types d'accompagnement :

- Accompagnement en gestion de projet/programme, analyse, Product Owner/Scrum Master (lot 1) :
  - o Mission de gestion de projet et de programme
  - o Missions d'analyses « business » et « fonctionnelles »
  - o Mission de Product Owner et de Coach d'équipe Agile
- Accompagnement en optimisation de processus /maîtrise interne des activités (lot 2)
  - o Mission d'experts en processus/maîtrise interne des activités
- Accompagnement en matière de gestion du changement (lot 3)
- Accompagnement en matière de Customer experience (CX), d'User experience (UX) et d'User interface (UI) (lot 4)

**II.1.5. Estimated total value**

Value excluding VAT: 21 301 560,00 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**

Accompagnement en gestion de projet/programme, analyse et processus  
Lot No: 1

**II.2.2. Additional CPV code(s)**

79400000 Business and management consultancy and related services

**II.2.3. Place of performance**

NUTS code: BE1 Région de Bruxelles-Capitale/Brussels Hoofdstedelijk Gewest  
NUTS code: BE3 Région wallonne

**II.2.4. Description of the procurement**

- o Mission de chef de projet et de programme
- o Missions d'analyste « business » et « fonctionnelles »
- o Mission de Product Owner et de Scrum Master

**II.2.5. Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

**II.2.6. Estimated value**

Value excluding VAT: 16 084 000,00 EUR

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

Duration in months: 36

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: 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**

• Accompagnement en processus /maîtrise interne des activités  
Lot No: 2

**II.2.2. Additional CPV code(s)**

79400000 Business and management consultancy and related services

**II.2.3. Place of performance**

NUTS code: BE1 Région de Bruxelles-Capitale/Brussels Hoofdstedelijk Gewest  
NUTS code: BE3 Région wallonne

**II.2.4. Description of the procurement**

Mission d'expert en processus /maîtrise interne des activités

**II.2.5. Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

**II.2.6. Estimated value**

Value excluding VAT: 2 480 000,00 EUR

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

Duration in months: 36  
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: 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**

Accompagnement en matière de gestion du changement

Lot No: 3

**II.2.2. Additional CPV code(s)**

79400000 Business and management consultancy and related services

**II.2.3. Place of performance**

NUTS code: BE1 Région de Bruxelles-Capitale/Brussels Hoofdstedelijk Gewest

NUTS code: BE3 Région wallonne

**II.2.4. Description of the procurement**

Accompagnement en matière de gestion du changement

**II.2.5. Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

**II.2.6. Estimated value**

Value excluding VAT: 4 640 000,00 EUR

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

Duration in months: 36

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: 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**

Accompagnement en matière de Customer experience (CX), d'User experience (UX) et d'User interface (UI)

Lot No: 4

**II.2.2. Additional CPV code(s)**

79400000 Business and management consultancy and related services

**II.2.3. Place of performance**

NUTS code: BE1 Région de Bruxelles-Capitale/Brussels Hoofdstedelijk Gewest

NUTS code: BE3 Région wallonne

**II.2.4. Description of the procurement**

o Mission en Customer experience (CX) en User experience (UX) et/ou User interface (UI)

**II.2.5. Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.6. Estimated value**

Value excluding VAT: 3 760 000,00 EUR

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

Duration in months: 36

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: 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**

### **Section III: Legal, economic, financial and technical information**

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#### **III.1. Conditions for participation**

##### **III.1.3. Technical and professional ability**

Selection criteria as stated in the procurement documents

### **Section IV: Procedure**

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#### **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  
Framework agreement with several operators  
Envisaged maximum number of participants to the framework agreement: 12

##### **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: 31/08/2022 Local time: 10:00

##### **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**

French

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

Duration in months: 5 (from the date stated for receipt of tender)

## IV.2.7. Conditions for opening of tenders

Date: 31/08/2022 Local time: 10:00

### Section VI: Complementary information

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#### VI.1. Information about recurrence

This is a recurrent procurement: no

#### VI.2. Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

#### VI.3. Additional information

#### VI.4. Procedures for review

##### VI.4.1. Review body

Official name: Conseil d'Etat

Postal address: Rue de la Science 33

Town: Bruxelles

Postal code: 1040

Country: Belgium

##### VI.4.2. Body responsible for mediation procedures

Official name: Médiateur de la Wallonie et de la Fédération Wallonie-Bruxelles

Postal address: Rue Lucien Namèche 54

Town: Namur

Postal code: 5000

Country: Belgium

##### VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

Un recours en suspension peut être introduit auprès du Conseil d'Etat dans les 15 jours de la publication de l'avis de marché ou de la date à laquelle la décision d'attribution est notifiée, exclusivement selon la procédure d'extrême urgence.

Un recours en annulation peut être introduit auprès du Conseil d'Etat dans les 60 jours de la publication de l'avis de marché ou de la notification de la décision d'attribution.

Le recours est introduit par une demande datée qui doit être signée par vous ou par un avocat. La demande doit être envoyée

soit par lettre recommandée au Premier Président du Conseil d'Etat sis rue de la Science, 33 à 1040 Bruxelles, soit par procédure

électronique via le site <http://eproadmin.raadvst-consetat.be/>

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

Official name: Direction Qualité et Pilotage Stratégique - MFWB

Postal address: Bl. Léopold II, 44

Town: Bruxelles

Postal code: 1080

Country: Belgium

E-mail: [delphine.guisset@cfwb.be](mailto:delphine.guisset@cfwb.be)

**VI.5. Date of dispatch of this notice**

18/07/2022