

410808-2026 - Competition

Netherlands – Helpdesk and support services – Service Desk Services

OJ S 114/2026 16/06/2026

Contract or concession notice – standard regime
Services

1. Buyer

1.1. Buyer

Official name: European Union Agency for Law Enforcement Cooperation

Email: tenders@europol.europa.eu

Legal type of the buyer: EU institution, body or agency

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Service Desk Services

Description: Provision of a fully managed services solution for ICT Service Desk services (first line ICT support services).

Procedure identifier: 619261fd-3068-460c-806a-30131295c785

Internal identifier: EUROPOL/2026/OP/0008

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72253000 Helpdesk and support services

2.1.2. Place of performance

Country: Netherlands

Anywhere in the given country

Additional information: Please consult the procurement documents.

2.1.3. Value

Estimated value excluding VAT: 4 000 000,00 EUR

2.1.4. General information

Additional information: In case of unavailability or disruptions in the functioning of the electronic means of communication provided in Section 5.1.11 in the last 5 calendar days before the time limit for receipt indicated in Section 5.1.12, the contracting authority reserves the right to extend this time limit and publish the extension at the Internet address provided in Section 5.1.11, without a preceding publication of a corrigendum to this notice. Economic operators interested in this procurement are invited to subscribe to the call for tenders at the address in Section 5.1.11 in order to get notified when new information or documents are published.

Legal basis:

Regulation (EU, Euratom) 2024/2509

2.1.6. Grounds for exclusion

5. Lot

5.1. Lot: LOT-0001

Title: Service Desk Services

Description: Provision of a fully managed services solution for ICT Service Desk services (first line ICT support services).

Internal identifier: EUROPOL/2026/OP/0008

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72253000 Helpdesk and support services

Additional classification (cpv): 72253100 Helpdesk services, 72610000 Computer support services

Options:

Description of the options: provided they are in conformity with the basic project, new services or works consisting in the repetition of similar services or works, may be entrusted up to 50 % of the initial contract to the initial contractor by negotiated procedure without prior publication of a contract notice.

5.1.2. Place of performance

Country: Netherlands

Anywhere in the given country

Additional information: Please consult the procurement documents.

5.1.3. Estimated duration

Duration: 48 Months

5.1.4. Renewal

Maximum renewals: 2

Other information about renewals: The framework contract is concluded for an initial period of 24 (twenty-four) months, renewable 2 (two) time(s). Please consult the draft framework contract in the procurement documents.

5.1.5. Value

Estimated value excluding VAT: 4 000 000,00 EUR

5.1.6. General information

Reserved participation:

Participation is not reserved.

Procurement Project fully or partially financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): no

5.1.9. Selection criteria

Sources of selection criteria: Procurement Document

5.1.10. Award criteria

Criterion:

Type: Quality

Description: Please consult the procurement documents.

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

Award criterion number: 60

Criterion:

Type: Price

Description: Please consult the procurement documents.

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

Award criterion number: 40

5.1.11. Procurement documents

Deadline for requesting additional information: 10/07/2026 23:59:59 (UTC+02:00) Eastern European Time, Central European Summer Time

Address of the procurement documents: <https://ec.europa.eu/info/funding-tenders/opportunities/portal/screen/opportunities/tender-details/619261fd-3068-460c-806a-30131295c785-CN?#anchorDocuments>

Ad hoc communication channel:

Name: Funding and Tenders Portal

URL: <https://ec.europa.eu/info/funding-tenders/opportunities/portal/screen/opportunities/tender-details/619261fd-3068-460c-806a-30131295c785-CN?#anchorDocuments>

5.1.12. Terms of procurement**Terms of submission:**

Electronic submission: Required

Address for submission: <https://webgate.ec.europa.eu/digit/opsys/esubmission?cftUuid=619261fd-3068-460c-806a-30131295c785>

Languages in which tenders or requests to participate may be submitted: Bulgarian, Czech, Danish, German, Greek, English, Spanish, Estonian, Finnish, French, Irish, Croatian, Hungarian, Italian, Lithuanian, Latvian, Maltese, Dutch, Polish, Portuguese, Romanian, Slovak, Slovenian, Swedish

Electronic catalogue: Not allowed

Deadline for receipt of tenders: 20/07/2026 16:00:59 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 6 Months

Information about public opening:

Opening date: 22/07/2026 11:00:00 (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: Allowed

Electronic ordering will be used: yes

Electronic payment will be used: yes

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: Court of Justice of the European Union

Organisation providing more information on the review procedures: European Union Agency for Law Enforcement Cooperation

8. Organisations

8.1. ORG-0001

Official name: European Union Agency for Law Enforcement Cooperation

Registration number: EUROPOL

Department: POL.E - Executive Director, POL.E.C - Capabilities Directorate, POL.E.C.C1 - ICT, POL.E.C.C1.C1-3 - ICT Operations

Postal address: Postbus 90850

Town: The Hague

Postcode: NL-2509

Country subdivision (NUTS): Agglomeratie 's-Gravenhage (NL361)

Country: Netherlands

Email: tenders@europol.europa.eu

Telephone: +31 70 302 50 00

Internet address: <https://www.europol.europa.eu>

Roles of this organisation:

Buyer

Organisation providing more information on the review procedures

8.1. ORG-0002

Official name: Court of Justice of the European Union

Registration number: CURIA

Postal address: Rue du Fort Niedergrünwald

Town: Luxembourg

Postcode: L-2925

Country subdivision (NUTS): Luxembourg (LU000)

Country: Luxembourg

Email: GC.Registry@curia.europa.eu

Telephone: +352 4303-1

Internet address: <http://curia.europa.eu>

Roles of this organisation:

Review organisation

8.1. ORG-0003

Official name: European Commission

Registration number: EUCOM

Postal address: Mondrian (CDMA), Rue du Champ de Mars 21

Town: Brussels

Postcode: B-1050

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

Country: Belgium

Email: tenders@europol.europa.eu

Telephone: +32 2 299 11 11

Internet address: <https://commission.europa.eu/>

Roles of this organisation:

TED eSender

Notice information

Notice identifier/version: f9e8ecba-0ddf-4aa2-b46b-874146223169 - 01

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