

**Belgium-Antwerp: Computer-related services**  
**OJ S 171/2022 06/09/2022**  
**Contract notice – utilities**  
**Services**

**Legal Basis:**

Directive 2014/25/EU

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**Section I: Contracting entity**

**I.1. Name and addresses**

Official name: water-link

National registration number: 0204.923.881\_21102

Postal address: Mechelsesteenweg 66

Town: Antwerpen

NUTS code: BE211 Arr. Antwerpen

Postal code: 2018

Country: Belgium

Contact person: Isabelle Bosmans

E-mail: [isabelle.bosmans@water-link.be](mailto:isabelle.bosmans@water-link.be)

**Internet address(es):**

Main address: [www.water-link.be](http://www.water-link.be)

Address of the buyer profile: <https://enot.publicprocurement.be/enot-war/preViewNotice.do?noticeId=456782>

**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=456782>

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=water-link-RIT2023-F05>

**I.6. Main activity**

Water

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**Section II: Object**

**II.1. Scope of the procurement**

**II.1.1. Title**

Raamovereenkomst voor het beheer en de ondersteuning van de IT infrastructuur

Reference number: water-link-RIT2023-F05\_0

**II.1.2. Main CPV code**

72500000 Computer-related services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Water-link IT bepaalt de IT architectuur en regievoering, maar zoekt een partner die voor onderstaande percelen support kan bieden. Een partner die het verlangde is van de water-link IT organisatie. Een partner die diensten en resources kan leveren op afroep en meedenkt over de architectuur. Deze partner is 24/7 beschikbaar, verbindt zich tot resultaten en werkt volgens de water-link processen.

Het betreft onderstaande percelen:

Perceel 1: diensten voor netwerk;

Perceel 2: diensten voor datacenter;

Perceel 3: diensten voor werkplekbeheer.

#### **II.1.5. Estimated total value**

#### **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**

diensten voor netwerk

Lot No: 1

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

72500000 Computer-related services

#### **II.2.3. Place of performance**

NUTS code: BE2 Vlaams Gewest

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

- Algemeen beheer van het netwerk onder regievoering van water-link IT.
- Onderhoud, configuratie en support van alle netwerk gerelateerde onderdelen.
- UTP bekabeling, Cisco switches, Load Balancers, Checkpoint firewalls, Aerohive wifi en alle andere netwerk gerelateerde nodes. Zowel op MS Azure Cloud als On premise.
- Ondersteuning op vlak van support (24/7) volgens SLA overeen te komen.
- Projectondersteuning volgens water-link projectmethode.

#### **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**

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

Start: 01/01/2023 End: 31/12/2023

This contract is subject to renewal: yes

Description of renewals:

3

#### **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

diensten voor datacenter  
Lot No: 2

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

72500000 Computer-related services

##### II.2.3. Place of performance

NUTS code: BE2 Vlaams Gewest

##### II.2.4. Description of the procurement

- Algemeen beheer van de datacenters onder regievoering van water-link IT.
- Onderhoud, configuratie en support van alle datacenter gerelateerde onderdelen.
- Servers DELL en HP, VMWare, Storage HP, MS Operating Systems, SCCM, Exchange, AD, GPO, Citrix, Sharepoint online, Backup VEEAM, SQL en Oracle databases en alle andere datacenter gerelateerde onderdelen. Zowel op MS Azure Cloud als On premise.
- On-premise & Azure gebaseerde SAP Hana omgeving op HPE hardware (Windows & Linux) in samenwerking met en met respect voor het huidige HPE care contract.
- Ondersteuning op vlak van support (24/7) volgens SLA overeen te komen.
- Projectondersteuning volgens water-link projectmethode.

##### 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

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

Start: 01/01/2023 End: 31/12/2023

This contract is subject to renewal: yes

Description of renewals:

3

##### 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**

diensten voor werkplekbeheer  
Lot No: 3

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

72500000 Computer-related services

**II.2.3. Place of performance**

NUTS code: BE2 Vlaams Gewest

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

- IT Service Desk ondersteuning.
- Ondersteuning op configuratie niveau van de verschillende werkplekken onder regievoering van water-link IT.
- Windows 10, Office 365 en andere werkplek gerelateerde applicaties.

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

Start: 01/01/2023 End: 31/12/2023

This contract is subject to renewal: yes

Description of renewals:

3

**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**

Minimum level(s) of standards possibly required:

Klasse: N/A, Categorie: N/A

**Section IV: Procedure**

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**IV.1. Description****IV.1.1. Type of procedure**

Negotiated procedure with prior call for competition

**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: no

**IV.2. Administrative information**

**IV.2.2. Time limit for receipt of tenders or requests to participate**

Date: 04/10/2022 Local time: 11:00

**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**

Dutch

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

Duration in months: 3 (from the date stated for receipt of tender)

**Section VI: Complementary information**

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**VI.1. Information about recurrence**

This is a recurrent procurement: no

**VI.3. Additional information**

**VI.4. Procedures for review**

**VI.4.1. Review body**

Official name: Raad Van State

Town: Brussel

Country: Belgium

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

Official name: Raad Van State

Town: Brussel

Country: Belgium

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

Official name: Raad Van State

Town: Brussel

Country: Belgium

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

01/09/2022