

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

OJ S 215/2019 07/11/2019

**Contract notice  
Services****Legal Basis:**

Regulation (EU, Euratom) No 2018/1046

**Section I: Contracting authority**

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**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](mailto: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](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](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](mailto: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](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](mailto: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](mailto: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](mailto: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](mailto: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](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](mailto: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.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://etendering.ted.europa.eu/cft/cft-display.html?cftId=5193>  
Additional information can be obtained from the abovementioned address  
Tenders or requests to participate must be submitted to the abovementioned address

### **I.4. Type of the contracting authority**

European institution/agency or international organisation

### **I.5. Main activity**

General public services

## **Section II: Object**

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### **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 provided in Section I. 3).

#### **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  
Maximum number of lots that may be awarded to one tenderer: 2

### **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 Internet address provided in Section I.3).

#### **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 the Internet address provided in Section I.3).

#### **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**

Duration in months: 84

This contract is subject to renewal: yes

Description of renewals:

See internet address provided in Section I.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: 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 Internet address provided in Section I.3).

#### **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 the Internet address provided in Section I.3).

#### **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**

Duration in months: 84

This contract is subject to renewal: yes

Description of renewals:

See Internet address provided in Section I.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:  
yes

Identification of the project: EU administrative appropriations

#### **II.2.14. Additional information**

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

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

##### **III.1.2. Economic and financial standing**

Selection criteria as stated in the procurement documents

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

Selection criteria as stated in the procurement documents

#### **III.2. Conditions related to the contract**

##### **III.2.2. Contract performance conditions**

See Internet address provided in Section I.3).

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### **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

Framework agreement with a single operator

In the case of framework agreements, provide justification for any duration exceeding 4 years:  
Nature and complexity of services.

**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 066-153243](#)

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

Date: 22/01/2020 Local time: 15:00

**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**

English, Bulgarian, Danish, German, Greek, Estonian, Finnish, French, Irish, Croatian, Hungarian, Italian, Latvian, Lithuanian, Maltese, Dutch, Polish, Portuguese, Romanian, Slovak, Slovenian, Spanish, Swedish, Czech

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

Duration in months: 9 (from the date stated for receipt of tender)

**IV.2.7. Conditions for opening of tenders**

Date: 24/01/2020 Local time: 10:30

Place:

Rue Montoyer 15, B-1000 Brussels

Information about authorised persons and opening procedure: See Internet address provided in Section I.3).

**Section VI: Complementary information**

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**VI.1. Information about recurrence**

This is a recurrent procurement: no

**VI.3. Additional information**

For the indicative estimation of the volumes of services to be supplied over the whole duration of the framework contracts per lot see Internet address provided in Section I.3).

**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](mailto: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:

See Internet address provided in Section I.3).

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

31/10/2019