

**Belgium-Brussels: IT services: consulting, software development, Internet and support**  
**OJ S 250/2017 30/12/2017**  
**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: Atrias

Postal address: Galerie Ravenstein 4, boîte 2

Town: Bruxelles

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

Postal code: 1000

Country: Belgium

Contact person: Katie Baes

E-mail: [public\\_procurement@sibelga.be](mailto:public_procurement@sibelga.be)

Telephone: +32 22743344

Fax: +32 22743268

**Internet address(es):**

Main address: <http://atrias.be>

Address of the buyer profile: <https://enot.publicprocurement.be/enot-war/preViewNotice.do?noticeId=294985>

**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=294985>

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=ATRIAS-ATR17DS1206-F05>

**I.6. Main activity**

Other activity: Gestionnaire des réseaux de distribution de gaz naturel et d'électricité

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**Section II: Object**

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

**II.1.1. Title**

Atrias service management tool

Reference number: ATRIAS-ATR17DS1206-F05\_0

**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**

L'objet du marché est un ticketing tool pour supporter les services du pouvoir adjudicateur pour faciliter les processus, plus spécifiquement ITIL (Incidents, problems, service request, change et release management): une plateforme utilisateur, logger des informations, logger des décisions, logger des actions et des rapports sur les services (liste, dashboards).

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

Value excluding VAT: 2 150 000,00 EUR

#### **II.1.6. Information about lots**

This contract is divided into lots: no

### **II.2. Description**

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

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

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

L'objet du marché est un ticketing tool pour supporter les services du pouvoir adjudicateur pour faciliter les processus, plus spécifiquement ITIL (Incidents, problems, service request, change et release management): une plateforme utilisateur, logger des informations, logger des décisions, logger des actions et des rapports sur les services (liste, dashboards).

#### **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: 2 150 000,00 EUR

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

Duration in months: 96

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**

Minimum level(s) of standards possibly required:

Classe: N/A, Catégorie: 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: yes

#### **IV.2. Administrative information**

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

Date: 30/01/2018 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**

French, Dutch

#### **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: Le conseil d'état

Postal address: Rue de la science 33

Town: Bruxelles

Postal code: 1040

Country: Belgium

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

28/12/2017