

Belgium-Brussels: Software programming and consultancy services
OJ S 232/2020 27/11/2020
Contract notice – utilities
Services

Legal Basis:

Directive 2014/25/EU

Section I: Contracting entity

I.1. Name and addresses

Official name: Elia Asset n.v.
Postal address: Léon Monnoyerkaai 3
Town: Brussels
NUTS code: BE Belgique / België
Postal code: 1000
Country: Belgium
Contact person: Ignaas De Valkenaere
E-mail: Ignaas.DeValkenaere@elia.be
Telephone: +32 475562217
Internet address(es):
Main address: <http://www.elia.be>

I.3. Communication

Access to the procurement documents is restricted. Further information can be obtained at:
www.elia.be
Additional information can be obtained from the abovementioned address
Tenders or requests to participate must be submitted to the abovementioned address

I.6. Main activity

Electricity

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Solution for Field Service Management
Reference number: WS531970775 [input]

II.1.2. Main CPV code

72200000 Software programming and consultancy services

II.1.3. Type of contract

Services

II.1.4. Short description

Our asset department is looking for a solution to support its digital transformation strategy.
With our Field Service Management (FSM) project, we want to provide an integrated solution

that covers the full end-to-end process for our field operations: starting from work scheduling to preparation, execution and ending by the closure of the job. By implementing such a solution, the project has the following ambitions:

- increase the agility and safety of our digital workforce by reducing the administrative burden using a single front-end platform that hides the complexity of back-end systems;
- empower and guide our technicians by providing them with a cutting edge and future proof tool working as their personal assistant;
- solve complex scheduling issues and reduce idle time using optimisation algorithms;
- deliver high quality work with digitised and automatised deliverables.

The new solution must be smoothly implemented and integrated with the existing and future applications and wit

II.1.5. Estimated total value

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.3. Place of performance

NUTS code: BE Belgique / België

II.2.4. Description of the procurement

The tender will have one lot (see Note 1), including:

- tool selection: product and licenses (see Note 2);
- technical implementation and integration;
- process configuration;
- service provisions for:
 - integration,
 - agile implementation,
 - support services,
 - first line support training,
 - configurators (BA) training,
 - key users training,
 - maintenance and support.

Note 1: mandatory options must be included in the lot. Optional options will be discussed.

Note 2: in the tender it will be requested that Elia will be the owner of the licenses.

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: 60

This contract is subject to renewal: yes

Description of renewals:

Will be described in the tender documents.

II.2.10. Information about variants

Variants will be accepted: no

II.2.11.

Information about options

Options: yes

Description of options:

If applicable, will be described in the tender documents.

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

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

Section IV: Procedure

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

The procurement involves the establishment of a framework agreement

Framework agreement with a single operator

IV.1.4. Information about reduction of the number of solutions or tenders during negotiation or dialogue

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

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: 08/01/2021 Local time: 12:00

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, French, Dutch

Section VI: Complementary information

VI.1.

Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information

The applicant must request, complete and submit by the closing date (see IV.2.2)) the pre-qualification questionnaire (PQQ) with the most actual available data together with the requested documents.

The applicants must request the access to the tender on the Ariba platform by sending an e-mail to the responsible buyer (see I.1)) mentioning:

- the name of the legal entity;
- general phone number;
- address;
- VAT number;
- name + email + telephone of the contact(s).

Information to access the tender on the Ariba platform will be provided by email as soon as possible.

Applicants are advised to request this access as soon as possible and to click on 'intend to participate' in Ariba in order to receive possible clarifications from the contracting entity.

Contracting entity don't guaranty to provide the Ariba login details before closing time for candidates requesting their access to Ariba less than 48 hours before closing time.

The applicant is solely responsible for requesting the access to the tender on the Ariba platform on time.

The contracting entity declines any responsibility in the event of problems with the Ariba platform.

Any application not sent correctly via Ariba will be rejected.

The manuals for usage of eSourcing (Ariba) can be found via the following URL: <http://www.elia.be/en/suppliers/information-and-tools-for-suppliers#ariba>

VI.4. Procedures for review

VI.4.1. Review body

Official name: See VI.4.3

Town: Brussels

Country: Belgium

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

Any dispute related to the suspension of the procurement procedure shall be settled by the President of the Tribunal of Commerce ('Voorzitter van de Rechtbank van Koophandel' / 'Président du Tribunal de Commerce'), or, in case of annulment by the Tribunal of Commerce ('Rechtbank van Koophandel' / 'Tribunal de Commerce'), each time Boulevard de Waterloo 70-1000 Bruxelles.

VI.5. Date of dispatch of this notice

23/11/2020