

608853-2026 - Competition

Belgium – IT services: consulting, software development, Internet and support – Levering, implementatie, configuratie op maat en onderhoud van een afspraken- en

klantgeleidingssysteem

OJ S 170/2026 03/09/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Leuven

Email: info@leuven.be

Legal type of the buyer: Central government authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Levering, implementatie, configuratie op maat en onderhoud van een afspraken- en klantgeleidingssysteem

Description: De opdracht omvat de levering, implementatie, configuratie, beveiliging, ondersteuning en het onderhoud van een geïntegreerd afspraken- en klantgeleidingssysteem, inclusief de benodigde software en hardware.

Procedure identifier: 24e6fefa-5f9c-4e65-911a-da35299bae1d

Internal identifier: AKD-2026/074

Type of procedure: Negotiated with prior publication of a call for competition / competitive with negotiation

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support

2.1.2. Place of performance

Country subdivision (NUTS): Arr. Leuven (BE242)

Country: Belgium

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Procurement Document

5. Lot

5.1. Lot: LOT-0001

Title: AKD-2026/074 - 1

Description: De opdracht omvat de levering, implementatie, configuratie, beveiliging, ondersteuning en het onderhoud van een geïntegreerd afspraken- en klantgeleidingssysteem, inclusief de benodigde software en hardware.

Internal identifier: 1

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support

5.1.2. Place of performance

Country subdivision (NUTS): Arr. Leuven (BE242)

Country: Belgium

5.1.3. Estimated duration

Duration: 10 Years

5.1.6. General information

Reserved participation:

Participation is not reserved.

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): yes

5.1.9. Selection criteria

Sources of selection criteria: Procurement Document

Information about the second stage of a two-stage procedure:

The procedure will take place in successive stages. At each stage, some participants may be eliminated

5.1.11. Procurement documents

Address of the procurement documents: <https://www.publicprocurement.be/publication-workspaces/942e0b27-63fe-4ffc-affc-80049c1b92f2/documents>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://www.publicprocurement.be/supplier/enterprises/0/tendering-workspaces/publication-workspace-detail/942e0b27-63fe-4ffc-affc-80049c1b92f2/general>

Languages in which tenders or requests to participate may be submitted: Dutch

Electronic catalogue: Allowed

Advanced or qualified electronic signature or seal (as defined in Regulation (EU) No 910/2014) is required

Deadline for receipt of requests to participate: 06/10/2026 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: Required

Electronic ordering will be used: no

Electronic payment will be used: yes

5.1.15. Techniques

Framework agreement:

Framework agreement, without reopening of competition

Maximum number of participants: 1

Justification for the duration of the framework agreement: De looptijd moet over het algemeen beperkt blijven tot 48 maanden na het sluiten van de opdracht. De looptijd van deze opdracht kan verlengd worden tot 10 jaar omwille van de grote implicaties op de dagelijkse werking van de diensten en de oplopende investeringskosten en implementatiekosten om koppelingen en integraties te leggen met andere applicaties als de looptijd beperkt zou worden tot 4 jaar. De opdracht heeft een initiële looptijd van 4 jaar en kan drie maal verlengd worden met een periode van 2 jaar op uitdrukkelijk schriftelijk verzoek.

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Review organisation: Raad van State

Information about review deadlines: Zie rechtsbeschermingswet

8. Organisations

8.1. ORG-0001

Official name: Leuven

Registration number: 0207521503_194

Postal address: Professor Van Overstraetenplein 1

Town: Leuven

Postcode: 3000

Country subdivision (NUTS): Arr. Leuven (BE242)

Country: Belgium

Email: info@leuven.be

Telephone: +32 16272000

Internet address: <http://www.leuven.be>

Buyer profile: <https://www.publicprocurement.be/bda?organisationIds=194&includeOrganisationChildren=true>

Roles of this organisation:

Buyer

8.1. ORG-0002

Official name: FOD Beleid en Ondersteuning

Registration number: BE001

Postal address: Simon Bolivarlaan 30, bus 1

Town: Brussel

Postcode: 1000

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

Country: Belgium

Email: revise@publicprocurement.be

Telephone: +32 2 740 80 00

Internet address: <https://bosa.belgium.be>

Roles of this organisation:

TED eSender

8.1. ORG-0003

Official name: Raad van State

Registration number: 0931.814.266

Town: Brussel

Postcode: 1040

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

Country: Belgium

Roles of this organisation:

Review organisation

Notice information

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