

635218-2026 - Competition

Belgium – IT services: consulting, software development, Internet and support – CEFTA Cloud Infrastructure, Hosting, Managed Services, Security and Business Continuity

OJ S 178/2026 15/09/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: CEFTA Secretariat

Email: procurement@cefta.int

Legal type of the buyer: International organisation

The buyer is a contracting entity

Activity of the contracting authority: Economic affairs

2. Procedure

2.1. Procedure

Title: CEFTA Cloud Infrastructure, Hosting, Managed Services, Security and Business Continuity

Description: Maintenance, support and management of CEFTA cloud infrastructure, hosting, managed services, security and business continuity. The contract will cover the end-to-end operation, administration, monitoring, maintenance, security, backup, disaster recovery, business continuity, and optimisation of CEFTA's cloud-hosted infrastructure and related ICT services. This includes Microsoft Azure, Oracle Cloud Infrastructure (OCI), Oracle databases, WebLogic middleware components, cloud and software licences, security platforms and tools, hosting environments, and associated support arrangements. The services will ensure the stable, secure, resilient, and continuous operation of CEFTA digital systems and applications, including Customs SEED+, CEFTA TRACES NT, and other related platforms and services.

The contractor shall ensure the availability, confidentiality, integrity, and resilience of CEFTA's infrastructure, systems, applications, and data, in line with industry best practices and applicable security, compliance, and governance requirements. The scope includes infrastructure and platform administration, performance monitoring and tuning, capacity planning, availability management, patch and configuration management, incident, problem, change and release management, and service request fulfilment. The contractor shall provide a combination of proactive and reactive operational support. Proactive services will include continuous monitoring, preventive maintenance, performance and capacity management, security assessments, vulnerability management, patching, security hardening, resilience improvements, cost optimisation, compliance support, and recommendations for continuous service enhancement. Reactive services will include incident response, troubleshooting, service restoration, problem resolution, emergency remediation activities, security incident handling, and support for unplanned events affecting the availability, performance, integrity, or security of CEFTA systems and services. The contract will also include security monitoring, threat detection, cybersecurity risk assessments, vulnerability remediation, backup management, disaster recovery planning and testing, business continuity planning and validation, data protection measures, recovery readiness activities, cloud cost management, infrastructure lifecycle management, operational reporting, service-level performance tracking,

documentation maintenance, knowledge transfer, and technical and architectural advisory services, ensuring alignment with CEFTA's operational, security, and strategic business objectives while maintaining the confidentiality, integrity, availability, and recoverability of CEFTA information assets and digital services.

Procedure identifier: 9c684896-6de0-4633-ad97-0f70e6d20bdc

Previous notice: 477944-2026

Internal identifier: CEFTA SEED + 2026-05

Type of procedure: Restricted

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

Town: Brussels

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

Country: Belgium

Additional information: And CEFTA Parties

2.1.3. Value

Estimated value excluding VAT: 500 000,00 EUR

2.1.4. General information

Legal basis:

Other

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: CEFTA Cloud Infrastructure, Hosting, Managed Services, Security and Business Continuity

Description: Maintenance, support and management of CEFTA cloud infrastructure, hosting, managed services, security and business continuity. The contract will cover the operation, monitoring, security, backup, continuity and optimisation of CEFTA's cloud-hosted infrastructure and related ICT services, including Microsoft Azure, Oracle Cloud Infrastructure, Oracle databases, WebLogic components, licences, security tools and related hosting and support arrangements. The services will support the stable, secure and continuous operation of CEFTA digital systems and applications, including Customs SEED+, CEFTA TRACES NT and related platforms, as well as incident and change management, security monitoring, vulnerability management, cybersecurity assessment and remediation, disaster recovery, business continuity, cost optimisation, technical advisory support and reporting.

Internal identifier: CEFTA SEED + 2026-05

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

Town: Brussels

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

Country: Belgium

Additional information: And CEFTA parties

5.1.3. Estimated duration

Start date: 04/01/2027

Duration: 28 Months

5.1.6. General information

Procurement Project fully or partially financed with EU Funds.

Information about previous notices:

Identifier of the previous notice: 477944-2026

5.1.9. Selection criteria

Sources of selection criteria: Procurement Document

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

Minimum number of candidates to be invited for the second stage of the procedure: 4

Maximum number of candidates to be invited for the second stage of the procedure: 8

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

5.1.10. Award criteria

Criterion:

Type: Price

Name: Best price-quality ratio

Description: Best price-quality ratio

5.1.11. Procurement documents

Deadline for requesting additional information: 06/10/2026 16:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Not allowed

Description: Applications must be submitted, in a sealed envelope, by post, courier service or hand delivery to the Contracting Authority. Address: The Secretariat of the Central European Free Trade Agreement (CEFTA) Rue de la Loi 42, 1040 Brussels 9.30 am to 4.30 pm (Monday to Friday). Note: For further details on the submission procedure, please consult Section 19 of the Procurement Document "Additional Information about the Contract Notice" <https://cefta.int/>

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

Deadline for receipt of expressions of interest: 15/10/2026 16:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Deadline for receipt of requests to participate: 15/10/2026 16:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

5.1.16. Further information, mediation and review

Review organisation: CEFTA Secretariat

Organisation providing more information on the review procedures: CEFTA Secretariat

8. Organisations

8.1. ORG-0001

Official name: CEFTA Secretariat

Registration number: BE0607.829.615

Postal address: Rue de la Loi 42

Town: Brussel

Postcode: 1040

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

Country: Belgium

Contact point: Procurement Officer

Email: procurement@cefta.int

Internet address: <https://cefta.int/>

Buyer profile: <https://cefta.int/tenders/>

Roles of this organisation:

Buyer

TED eSender

Review organisation

Organisation providing more information on the review procedures

8.1. ORG-0000

Official name: Publications Office of the European Union

Registration number: PUBL

Town: Luxembourg

Postcode: 2417

Country subdivision (NUTS): Luxembourg (LU000)

Country: Luxembourg

Email: ted@publications.europa.eu

Telephone: +352 29291

Internet address: <https://op.europa.eu>

Roles of this organisation:

TED eSender

Notice information

Notice identifier/version: 3db101f7-40e5-4712-8b7e-8ae168706f77 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: E3

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