

**Belgium-Saint Trond: Helpdesk and support services**  
**OJ S 247/2021 21/12/2021**  
**Contract award notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: Stad Sint-Truiden  
National registration number: BE 0207.469.934  
Postal address: Stadskantoor - Kazernestraat 13  
Town: Sint-Truiden  
NUTS code: BE224 Arr. Hasselt  
Postal code: 3800  
Country: Belgium  
Contact person: De heer Paul Moës  
E-mail: [paul.moes@sint-truiden.be](mailto:paul.moes@sint-truiden.be)  
Telephone: +32 11701540  
Fax: +32 11701450  
**Internet address(es):**  
Main address: [www.sint-truiden.be](http://www.sint-truiden.be)

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

Regional or local authority

**I.5. Main activity**

General public services

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**Section II: Object**

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

**II.1.1. Title**

ICT - Beheer van de infrastructuur, ondersteuning gebruikers en levering apparatuur  
Reference number: 2020-3524

**II.1.2. Main CPV code**

72253000 Helpdesk and support services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

zie II.2.4

**II.1.6. Information about lots**

This contract is divided into lots: no

### **II.1.7. Total value of the procurement**

Value excluding VAT: 2 336 450,00 EUR

## **II.2. Description**

### **II.2.2. Additional CPV code(s)**

72250000 System and support services, 72315100 Data network support services, 72600000 Computer support and consultancy services, 72611000 Technical computer support services

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

NUTS code: BE224 Arr. Hasselt

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

Het doel van dit dossier voor de stad Sint-Truiden, is een opdrachtnemer te contracteren die instaat voor de levering van ICT-infrastructuur, het beheer van de infrastructuur en de ondersteuning van de gebruikers.

De opdrachtnemer dient de ICT afdeling operationeel te ontzorgen. Tevens verwacht de stad dat de opdrachtnemer zich opstelt als een partner die met de stad meedenkt over de verbetering van de dienstverlening en over toekomstige evoluties.

### **II.2.5. Award criteria**

Quality criterion - Name: Plan van aanpak / Weighting: 50

Cost criterion - Name: Prijs / Weighting: 50

### **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 IV: Procedure**

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### **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

#### **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: [2021/S 065-166863](#)

#### **IV.2.8. Information about termination of dynamic purchasing system**

#### **IV.2.9. Information about termination of call for competition in the form of a prior information notice**

## Section V: Award of contract

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**Contract No:** 2020-3524

**Title:**

ICT - Beheer van de infrastructuur, ondersteuning gebruikers en levering apparatuur

A contract/lot is awarded: yes

### V.2. Award of contract

#### V.2.1. Date of conclusion of the contract

23/11/2021

#### V.2.2. Information about tenders

Number of tenders received: 5

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 5

The contract has been awarded to a group of economic operators: no

#### V.2.3. Name and address of the contractor

Official name: Trius N.V.

Postal address: Henry Fordlaan 18

Town: Genk

NUTS code: BE Belgique / België

Postal code: 3600

Country: Belgium

E-mail: [bart.vandesompel@trius.be](mailto:bart.vandesompel@trius.be)

Telephone: +32 89322280

Fax: +32 89353293

Internet address: [www.trius.be](http://www.trius.be)

The contractor is an SME: no

#### V.2.4. Information on value of the contract/lot

Total value of the contract/lot: 2 336 450,00 EUR

#### V.2.5. Information about subcontracting

## Section VI: Complementary information

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### VI.3. Additional information

### VI.4. Procedures for review

#### VI.4.1. Review body

Official name: Raad van State

Postal address: Wetenschapsstraat 33

Town: Brussel (Etterbeek)

Postal code: 1040

Country: Belgium

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

16/12/2021

