

476935-2026 - Hange

Belgia – IT-teenused: nõuande-, tarkvaraarendus-, Interneti- ja tugiteenused – Efficient, experience-driven, proactive and resilient solutions and support services

OJ S 131/2026 10/07/2026

Hanketeade või kontsessiooniteade – üldkord

Teenused

1. Hankija

1.1. Hankija

Ametlik nimi: European Commission, DG DIGIT - Digital Services

E-posti aadress: DIGIT-PROCUREMENT-PROSERV@ec.europa.eu

Hankija õiguslik vorm: ELi institutsioon, organ või amet

Hankija tegevus: Üldised avalikud teenused

2. Menetlus

2.1. Menetlus

Pealkiri: Efficient, experience-driven, proactive and resilient solutions and support services

Kirjeldus: The subject of this call for tenders is the service portfolio related to the European Commission's Digital Workplace (DWP) and its customers and users, ensuring the provision of efficient, end-user experience driven, proactive and resilient solutions and support services. The procedure aims to ensure the operational continuity while driving progress through the adoption of latest technologies aligning to the evolving business objectives of the European Commission, targeting the services falling within the scope of the current framework contract DI-07810, awarded under Lot 1 of the open call for tenders DIGIT/A3/PO/2018/015 EUSS-SM and expiring in June 2027. The service portfolio covers Digital Workplace support services, device lifecycle management, endpoint management and technical (backend) services ranging from support activities and operations to related engineering activities. The procedure will contain one lot to ensure full end-to-end delivery and maximized quality of service in a modern managed services approach.

Menetluse tunnus: 41ca3c4f-8cc1-4510-8209-8b8059fdaebe

Sisemine tunnus: EC-DIGIT/2025/OP/0071

Menetluse liik: Avatud

Kiirendatud menetlus: ei

2.1.1. Eesmärk

Lepingu olemus: Teenused

Peamine liigitus (cpv): 72000000 IT-teenused: nõuande-, tarkvaraarendus-, Interneti- ja tugiteenused

2.1.2. Lepingu täitmise koht

Kõikjal Euroopa Majanduspiirkonnas

Lisateave: Please consult the procurement documents.

2.1.4. Üldine teave

Lisateave: FOREIGN SUBSIDIES REGULATION applicability: Any economic operator participating in this public procurement procedure shall notify the contracting authority of all foreign financial contributions of at least EUR 4 million per third country received in the last

three years prior to the notification pursuant to Article 28(1) of Regulation (EU) 2022/2560. In all other cases they shall submit a declaration pursuant to Article 29(1) of Regulation (EU) 2022/2560, listing all foreign financial contributions received in the last three years prior to the declaration confirming that such contributions are not notifiable. When no foreign financial contributions were received in the last three years prior to the declaration, a declaration is still necessary to confirm that no FFCs were received. Notifications or declarations shall be submitted by using the Form FS-PP available at https://single-market-economy.ec.europa.eu/single-market/public-procurement/foreign-subsidies-regulation_en. In case of unavailability or disruptions in the functioning of the electronic means of communication provided in Section 5.1.11 in the last 5 calendar days before the time limit for receipt indicated in Section 5.1.12, the contracting authority reserves the right to extend this time limit and publish the extension at the Internet address provided in Section 5.1.11, without a preceding publication of a corrigendum to this notice. Economic operators interested in this procurement are invited to subscribe to the call for tenders at the address in Section 5.1.11 in order to get notified when new information or documents are published.

Õiguslik alus:

Määrus (EL, Euratom) 2024/2509

2.1.6. Kõrvaldamise alused

Väljajätmise aluste allikad: Hankedokument

5. Osa

5.1. Osa: LOT-0001

Pealkiri: Efficient, experience-driven, proactive and resilient solutions and support services
Kirjeldus: The subject of this call for tenders is the service portfolio related to the European Commission's Digital Workplace (DWP) and its customers and users, ensuring the provision of efficient, end-user experience driven, proactive and resilient solutions and support services. The procedure aims to ensure the operational continuity while driving progress through the adoption of latest technologies aligning to the evolving business objectives of the European Commission, targeting the services falling within the scope of the current framework contract DI-07810, awarded under Lot 1 of the open call for tenders DIGIT/A3/PO/2018/015 EUSS-SM and expiring in June 2027. The service portfolio covers Digital Workplace support services, device lifecycle management, endpoint management and technical (backend) services ranging from support activities and operations to related engineering activities. The procedure will contain one lot to ensure full end-to-end delivery and maximized quality of service in a modern managed services approach.

Sisemine tunnus: EC-DIGIT/2025/OP/0071

5.1.1. Eesmärk

Lepingu olemus: Teenused

Peamine liigitus (cpv): 72000000 IT-teenused: nõuande-, tarkvaraarendus-, Interneti- ja tugiteenused

Täiendavad hankevõimalused:

Täiendavate hankevõimaluste kirjeldus: provided they are in conformity with the basic project, new services or works consisting in the repetition of similar services or works, may be entrusted up to 50 % of the initial contract to the initial contractor by negotiated procedure without prior publication of a contract notice.

5.1.2. Lepingu täitmise koht

Kõikjal Euroopa Majanduspiirkonnas

Lisateave: Please consult the procurement documents.

5.1.3. Eeldatav kestus

Kestus: 84 Kuud

5.1.4. Uuendamine

Maksimaalne lepingu uuendamiste arv: 3

Muu informatsioon uuendamise kohta: The framework contract is concluded for an initial period of 48 (forty-eight) months, renewable 3 (three) time(s). Please consult the draft framework contract in the procurement documents.

5.1.6. Üldine teave

Reserveeritud osalemine:

Osalemine ei ole reserveeritud.

Hankeprojekt, mida rahastatakse täielikult või osaliselt ELi vahenditest

Hanke suhtes kohaldatakse riigihankelepingut (GPA): jah

Teave eelmiste teadete kohta:

Eelmise teate tunnus: 304838-2026

5.1.9. Kvalifitseerimistingimused

Valikukriteeriumide allikad: Hankedokument

5.1.10. Pakkumuste hindamise kriteeriumid

Kriteerium:

Liik: Kvaliteet

Kirjeldus: Please consult the procurement documents.

Hindamise kaalukriteeriumi kategooria: Kaal (protsentides, täpne)

Hindamiskriteerium – arv: 70

Kriteerium:

Liik: Hind

Kirjeldus: Please consult the procurement documents.

Hindamise kaalukriteeriumi kategooria: Kaal (protsentides, täpne)

Hindamiskriteerium – arv: 30

5.1.11. Hankedokumentid

Lisateabe taotlemise tähtaeg: 22/10/2026 23:59:59 (UTC+02:00) Ida-Euroopa aeg, Kesk-Euroopa suveaeg

Hankedokumentide aadress: <https://ec.europa.eu/info/funding-tenders/opportunities/portal/screen/opportunities/tender-details/41ca3c4f-8cc1-4510-8209-8b8059fdaebc-CN?#anchorDocuments>

Sihtotstarbeline teabevahetuskanal:

Nimi: Funding and Tenders Portal

URL: <https://ec.europa.eu/info/funding-tenders/opportunities/portal/screen/opportunities/tender-details/41ca3c4f-8cc1-4510-8209-8b8059fdaebc-CN?#anchorDocuments>

5.1.12. Hanke tingimused

Esitamise tingimused:

Elektroniline esitamine: Nõutav

Esitamise aadress: <https://webgate.ec.europa.eu/digit/opsys/esubmission?cftUuid=41ca3c4f-8cc1-4510-8209-8b8059fdaebc>

Keeled, milles võib pakkumusi või osalemistaotlusi esitada: bulgaaria keel, tšehhi keel, taani keel, saksa keel, kreeka keel, inglise keel, hispaania keel, eesti keel, soome keel, prantsuse

keel, iiri keel, horvaadi keel, ungari keel, itaalia keel, leedu keel, läti keel, malta keel, hollandi keel, poola keel, portugali keel, rumeenia keel, slovaki keel, sloveenia keel, rootsi keel

Elektroniline kataloog: Ei ole lubatud

Pakkumuste esitamise tähtaeg: 30/10/2026 17:00:59 (UTC+01:00) Kesk-Euroopa aeg, Lääne-Euroopa suveaeg

Periood, mille jooksul pakkumus peab jääma kehtivaks: 9 Kuud

Teave avaliku avamise kohta:

Avamise kuupäev: 03/11/2026 10:00:00 (UTC+01:00) Kesk-Euroopa aeg, Lääne-Euroopa suveaeg

Lepingutingimused:

Lepingu täitmine peab toimuma kaitstud tööhõive programmide raames: Ei

See menetlus kuulub välisriikide toetuste määruse (FSR) alla

E-arveldamine: Lubatud

Kasutatakse elektroonilisi tellimusi: jah

Kasutatakse elektroonilisi makseid: jah

5.1.15. Vahendid

Raamleping:

Raamleping ilmaminikonkursita

Osalejate maksimaalne arv: 1

Raamlepingu kestuse põhjendus: The extended FwC duration is necessary for the following reasons: • Experience in predecessor contracts has shown that the volume of activities and the related workforces necessary to be supplied by the contractor need to be planned over a longer contractual period to ensure a longer return on investment period from both sides. • Phase-in/phase-over activities at the start of the contract are followed by a long ramp-up period (1-2 years) to come to the expected quality of delivery. This period covers not only the contractual phase in but also the ramp up to the level of quality expected. • To bring its service delivery to the expected quality, the contractor will have to make investments not only in human resources (recruitment, training, getting knowledgeable about the EC setting), but equally in technological integrations. Those investments will have a higher output for the EC, if the contractor is investing in more sustainable integrations as the period of usage will be longer. • Transformational activities in the DWP domain, expected to be performed and taken on during the duration of the contract have a timeline for several years and a disruption in the contractual setup during the transformation would be disruptive. • Ramp-down activities from the contractor and the end of transformational activities will start at least one year prior to the contract end-date to ensure a stable situation at the contract transition at the end of the contract. Taking these constraints into account (3 years for a full phase-in, phase-out, ramp-up and ramp-down), the period of stable service delivery has to be maximized as much as possible and this would not be possible with a standard 4 years contractual period. In making the reconduction of the contract dependent of the contractual performance and the evolution of the underlying DWP solutions and flexible with a minimum and maximum period, the contract will cater for the necessary robustness for solid service delivery.

Teave dünaamilise hankesüsteemi kohta:

Ei kohaldata dünaamilist hankesüsteemi

5.1.16. Lisateave, lepitus ja vaidlustus

Vaidlustusorgan: Court of Justice of the European Union

Organisatsioon, mis annab lisateavet vaidlustamise kohta: European Commission, DG DIGIT - Digital Services

8. Organisatsioonid

8.1. ORG-0001

Ametlik nimi: European Commission, DG DIGIT - Digital Services
Registreerimisnumber: COM
Osakond: DIGIT.R - Change Management and Resources
Postiaadress: Rue de la Loi 107
Linn: Brussels
Sihtnumber: B-1000
Riik – jaotus (NUTS): Arr. de Bruxelles-Capitale/Arr. Brussel-Hoofdstad (BE100)
Riik: Belgia
E-posti aadress: DIGIT-PROCUREMENT-PROSERV@ec.europa.eu
Telefon: +32 2 299 11 11
Internetiaadress: https://ec.europa.eu/info/departments/informatics_en

Selle organisatsiooni rollid:

Hankija
Organisatsioon, mis annab lisateavet vaidlustamise kohta

8.1. ORG-0002

Ametlik nimi: Court of Justice of the European Union
Registreerimisnumber: CURIA
Postiaadress: Rue du Fort Niedergrünwald
Linn: Luxembourg
Sihtnumber: L-2925
Riik – jaotus (NUTS): Luxembourg (LU000)
Riik: Luksemburg
E-posti aadress: GC.Registry@curia.europa.eu
Telefon: +352 4303-1
Internetiaadress: <http://curia.europa.eu>

Selle organisatsiooni rollid:

Vaidlustusorgan

8.1. ORG-0003

Ametlik nimi: European Commission
Registreerimisnumber: EUCOM
Postiaadress: Mondrian (CDMA), Rue du Champ de Mars 21
Linn: Brussels
Sihtnumber: B-1050
Riik – jaotus (NUTS): Arr. de Bruxelles-Capitale/Arr. Brussel-Hoofdstad (BE100)
Riik: Belgia
E-posti aadress: DIGIT-PROCUREMENT-PROSERV@ec.europa.eu
Telefon: +32 2 299 11 11
Internetiaadress: <https://commission.europa.eu/>

Selle organisatsiooni rollid:

TED eSender

Teave teate kohta

Teate tunnus/versioon: 83ac2016-de50-4c4f-9c25-c7a02f88005f - 01
Vormi liik: Hange

Teate liik: Hanketeade või kontsessiooniteade – üldkord

Teate alaliik: 16

Teate saatmise kuupäev: 09/07/2026 05:05:38 (UTC+02:00) Ida-Euroopa aeg, Kesk-Euroopa suveaeg

Keeled, milles käesolev teade on ametlikult kättesaadav: inglise keel

Teate avaldamise number: 476935-2026

ELT S väljaande number: 131/2026

Avaldamise kuupäev: 10/07/2026