

476935-2026 - Mise en concurrence

Belgique – Services de technologies de l'information, conseil, développement de logiciels, internet et appui – Efficient, experience-driven, proactive and resilient solutions and support services

OJ S 131/2026 10/07/2026

Avis de marché ou de concession – régime ordinaire

Services

1. Acheteur

1.1. Acheteur

Nom officiel: European Commission, DG DIGIT - Digital Services

Adresse électronique: DIGIT-PROCUREMENT-PROSERV@ec.europa.eu

Forme juridique de l'acheteur: Institution, organe ou agence de l'UE

Activité du pouvoir adjudicateur: Services d'administration générale

2. Procédure

2.1. Procédure

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

Description: 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.

Identifiant de la procédure: 41ca3c4f-8cc1-4510-8209-8b8059fdaebe

Identifiant interne: EC-DIGIT/2025/OP/0071

Type de procédure: Ouverte

La procédure est accélérée: non

2.1.1. Objet

Nature principale du marché: Services

Nomenclature principale (cpv): 72000000 Services de technologies de l'information, conseil, développement de logiciels, internet et appui

2.1.2. Lieu d'exécution

N'importe où dans l'Espace économique européen

Informations complémentaires: Please consult the procurement documents.

2.1.4. Informations générales

Informations complémentaires: 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.

Base juridique:

Règlement (UE, Euratom) 2024/2509

2.1.6. Motifs d'exclusion

Sources des motifs d'exclusion: Document de marché

5. Lot

5.1. Lot: LOT-0001

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

Description: 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.

Identifiant interne: EC-DIGIT/2025/OP/0071

5.1.1. Objet

Nature principale du marché: Services

Nomenclature principale (cpv): 72000000 Services de technologies de l'information, conseil, développement de logiciels, internet et appui

Options:

Description des options: 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. Lieu d'exécution

N'importe où dans l'Espace économique européen

Informations complémentaires: Please consult the procurement documents.

5.1.3. Durée estimée

Durée: 84 Mois

5.1.4. Reconduction

Nombre maximum de reconductions: 3

Autres informations sur le renouvellement: 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. Informations générales

Participation réservée:

La participation n'est pas réservée.

Projet de passation de marché financé en totalité ou en partie par des fonds de l'UE

Le marché relève de l'accord sur les marchés publics (AMP): oui

Informations relatives aux avis antérieurs:

Identifiant de l'avis antérieur: 304838-2026

5.1.9. Critères de sélection

Sources des critères de sélection: Document de marché

5.1.10. Critères d'attribution

Critère:

Type: Qualité

Description: Please consult the procurement documents.

Catégorie du critère d'attribution poids: Pondération (pourcentage, valeur exacte)

Nombre critère d'attribution: 70

Critère:

Type: Prix

Description: Please consult the procurement documents.

Catégorie du critère d'attribution poids: Pondération (pourcentage, valeur exacte)

Nombre critère d'attribution: 30

5.1.11. Documents de marché

Date limite de demande d'informations complémentaires: 22/10/2026 23:59:59 (UTC+02:00)

Heure de l'Europe orientale, heure d'été de l'Europe centrale

Adresse des documents de marché: <https://ec.europa.eu/info/funding-tenders/opportunities/portal/screen/opportunities/tender-details/41ca3c4f-8cc1-4510-8209-8b8059fdaeabc-CN?#anchorDocuments>

Canal de communication ad hoc:

Nom: Funding and Tenders Portal

URL: <https://ec.europa.eu/info/funding-tenders/opportunities/portal/screen/opportunities/tender-details/41ca3c4f-8cc1-4510-8209-8b8059fdaeabc-CN?#anchorDocuments>

5.1.12. Conditions du marché public

Conditions de soumission:

Soumission par voie électronique: Requis

Adresse de soumission: <https://webgate.ec.europa.eu/digit/opsys/esubmission?cftUuid=41ca3c4f-8cc1-4510-8209-8b8059fdaeabc>

Langues dans lesquelles les offres ou demandes de participation/candidatures peuvent être présentées: bulgare, tchèque, danois, allemand, grec, anglais, espagnol, estonien, finnois, français, irlandais, croate, hongrois, italien, lituanien, letton, maltais, néerlandais, polonais, portugais, roumain, slovaque, slovène, suédois

Catalogue électronique: Non autorisée

Date limite de réception des offres: 30/10/2026 17:00:59 (UTC+01:00) Heure de l'Europe centrale, heure d'été de l'Europe occidentale

Durée de validité des offres: 9 Mois

Informations relatives à l'ouverture publique:

Date d'ouverture: 03/11/2026 10:00:00 (UTC+01:00) Heure de l'Europe centrale, heure d'été de l'Europe occidentale

Conditions du marché:

Le contrat doit être exécuté dans le cadre de programmes d'emplois protégés: Non

Cette procédure relève du Règlement sur les subventions étrangères (FSR)

Facturation électronique: Autorisée

La commande en ligne sera utilisée: oui

Le paiement électronique sera utilisé: oui

5.1.15. Techniques

Accord-cadre:

Accord-cadre, sans remise en concurrence

Nombre maximal de candidats: 1

Justification de la durée de l'accord-cadre: 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.

Informations sur le système d'acquisition dynamique:

Pas de système d'acquisition dynamique

5.1.16. Informations complémentaires, médiation et recours

Organisation chargée des procédures de recours: Court of Justice of the European Union

8. Organisations

8.1. ORG-0001

Nom officiel: European Commission, DG DIGIT - Digital Services
Numéro d'enregistrement: COM
Département: DIGIT.R - Change Management and Resources
Adresse postale: Rue de la Loi 107
Ville: Brussels
Code postal: B-1000
Subdivision pays (NUTS): Arr. de Bruxelles-Capitale/Arr. Brussel-Hoofdstad (BE100)
Pays: Belgique
Adresse électronique: DIGIT-PROCUREMENT-PROSERV@ec.europa.eu
Téléphone: +32 2 299 11 11
Adresse internet: https://ec.europa.eu/info/departments/informatics_en

Rôles de cette organisation:

Acheteur
Organisation qui fournit des précisions concernant l'introduction des recours

8.1. ORG-0002

Nom officiel: Court of Justice of the European Union
Numéro d'enregistrement: CURIA
Adresse postale: Rue du Fort Niedergrünwald
Ville: Luxembourg
Code postal: L-2925
Subdivision pays (NUTS): Luxembourg (LU000)
Pays: Luxembourg
Adresse électronique: GC.Registry@curia.europa.eu
Téléphone: +352 4303-1
Adresse internet: <http://curia.europa.eu>

Rôles de cette organisation:

Organisation chargée des procédures de recours

8.1. ORG-0003

Nom officiel: European Commission
Numéro d'enregistrement: EUCOM
Adresse postale: Mondrian (CDMA), Rue du Champ de Mars 21
Ville: Brussels
Code postal: B-1050
Subdivision pays (NUTS): Arr. de Bruxelles-Capitale/Arr. Brussel-Hoofdstad (BE100)
Pays: Belgique
Adresse électronique: DIGIT-PROCUREMENT-PROSERV@ec.europa.eu
Téléphone: +32 2 299 11 11
Adresse internet: <https://commission.europa.eu/>

Rôles de cette organisation:

TED eSender

Informations relatives à l'avis

Identifiant/version de l'avis: 83ac2016-de50-4c4f-9c25-c7a02f88005f - 01

Type de formulaire: Mise en concurrence

Type d'avis: Avis de marché ou de concession – régime ordinaire

Sous-type d'avis: 16

Date d'envoi de l'avis: 09/07/2026 05:05:38 (UTC+02:00) Heure de l'Europe orientale, heure d'été de l'Europe centrale

Langues dans lesquelles l'avis en question est officiellement disponible: anglais

Numéro de publication de l'avis: 476935-2026

Numéro de publication au JO S: 131/2026

Date de publication: 10/07/2026