

476935-2026 - Kompetizzjoni

Il-Belġju – Servizi ta' IT: konsulenza, żvilupp ta' softwer, Internet u appoġġ – Efficient, experience-driven, proactive and resilient solutions and support services

OJ S 131/2026 10/07/2026

Avviż tal-kuntratt jew tal-konċessjoni – reġim standard

Servizzi

1. Xerrej

1.1. Xerrej

Isem uffiċjali: European Commission, DG DIGIT - Digital Services

Email: DIGIT-PROCUREMENT-PROSERV@ec.europa.eu

Tip legali tax-xerrej: Istituzzjoni, korp jew aġenzija tal-UE

Attività tal-awtorità kontraenti: Servizi publiċi ġenerali

2. Proċedura

2.1. Proċedura

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

Deskrizzjoni: 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.

Identifikatur tal-proċedura: 41ca3c4f-8cc1-4510-8209-8b8059fdaebc

Identifikatur intern: EC-DIGIT/2025/OP/0071

Tip ta' proċedura: Miftuħa

Il-proċedura hija aċċellerata: Ie

2.1.1. Għan

Natura tal-kuntratt: Servizi

Klassifikazzjoni prinċipali (cpv): 72000000 Servizi ta' IT: konsulenza, żvilupp ta' softwer, Internet u appoġġ

2.1.2. Post tal-prestazzjoni

Ikun fejn ikun fiż-Żona Ekonomika Ewropea

Informazzjoni addizzjonali: Please consult the procurement documents.

2.1.4. Informazzjoni ġenerali

Informazzjoni addizzjonali: 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.

Bażi legali:

Regolament (UE, Euratom) 2024/2509

2.1.6. Raġunijiet għall-eskluzjoni

Sors tal-motivi għall-eżklussjoni: Dokument tal-Akkwist

5. Lott

5.1. Lott: LOT-0001

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

Deskrizzjoni: 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.

Identifikatur intern: EC-DIGIT/2025/OP/0071

5.1.1. Għan

Natura tal-kuntratt: Servizzi

Klassifikazzjoni prinċipali (cpv): 72000000 Servizzi ta' IT: konsulenza, żvilupp ta' softwer, Internet u appoġġ

Għażliet:

Deskrizzjoni tal-għażliet: 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. Post tal-prestazzjoni

Ikun fejn ikun fiż-Żona Ekonomika Ewropea

Informazzjoni addizzjonali: Please consult the procurement documents.

5.1.3. Tul ta' żmien stmat

Tul ta' żmien: 84 Xhur

5.1.4. Tiġdid

Numru massimu ta' tiġdid: 3

Informazzjoni oħra dwar it-tiġdid: 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. Informazzjoni ġenerali

Parteċipazzjoni riżervata:

Il-parteċipazzjoni mhijiex riżervata.

Proġett ta' akkwist iffinanzjat kompletament jew parzjalment mill-Fondi tal-UE

L-akkwist huwa kopert mill-Ftehim dwar l-Akkwisti Pubbliċi (GPA): iva

Informazzjoni dwar avvizi preċedenti:

Identifikatur tal-avviż preċedenti: 304838-2026

5.1.9. Kriterji tal-għażla

Sors tal-kriterji ta' għażla: Dokument tal-Akkwist

5.1.10. Kriterji tal-għoti

Kriterju:

Tip: Kwalità

Deskrizzjoni: Please consult the procurement documents.

Kategorija tal-kriterju tal-għoti piż: Fattur ta' ponderazzjoni (persentaġġ, eżatt)

Numru tal-kriterju għall-għoti: 70

Kriterju:

Tip: Prezz

Deskrizzjoni: Please consult the procurement documents.

Kategorija tal-kriterju tal-għoti piż: Fattur ta' ponderazzjoni (persentaġġ, eżatt)

Numru tal-kriterju għall-għoti: 30

5.1.11. Dokumenti tal-akkwist

Skadenza biex tintalab informazzjoni addizzjonali: 22/10/2026 23:59:59 (UTC+02:00) Hin tal-Ewropa tal-Lvant, Hin tas-sajf tal-Ewropa Ċentrali

Indirizz tad-dokumenti tal-akkwist: <https://ec.europa.eu/info/funding-tenders/opportunities/portal/screen/opportunities/tender-details/41ca3c4f-8cc1-4510-8209-8b8059fdaebe-CN?#anchorDocuments>

Mezz ta' komunikazzjoni ad hoc:

Isem: Funding and Tenders Portal

URL: <https://ec.europa.eu/info/funding-tenders/opportunities/portal/screen/opportunities/tender-details/41ca3c4f-8cc1-4510-8209-8b8059fdaebe-CN?#anchorDocuments>

5.1.12. Termini tal-akkwist

Termini tas-sottomissjoni:

Sottomissjoni elettronika: Meħtieġa

Indirizz għas-sottomissjoni: <https://webgate.ec.europa.eu/digit/opsys/esubmission?cftUuid=41ca3c4f-8cc1-4510-8209-8b8059fdaebe>

Lingwi li bihom jistgħu jiġu sottomessi offerti jew talbiet għall-partecipazzjoni: Bulgaru, Ċek, Daniż, Ġermaniż, Grieg, Inġliż, Spanjol, Eston, Finlandiż, Franċiż, Irlandiż, Kroat, Ungeriz, Taljan, Litwan, Latvjan, Malti, Olandiż, Pollakk, Portugiż, Rumen, Slovakk, Sloven, Svediż
Katalogu elettroniku: Mhux permessa

Skadenza biex jintlaqgħu l-offerti: 30/10/2026 17:00:59 (UTC+01:00) Hin tal-Ewropa Ċentrali, Hin tas-sajf tal-Ewropa tal-Punent

Perjodu waqt li l-offerta għandha tibqa' valida: 9 Xhur

Informazzjoni dwar il-ftuħ pubbliku:

Data tal-ftuħ: 03/11/2026 10:00:00 (UTC+01:00) Hin tal-Ewropa Ċentrali, Hin tas-sajf tal-Ewropa tal-Punent

Termini tal-kuntratt:

L-eżekuzzjoni tal-kuntratt għandha titwettaq fil-qafas ta' programmi ta' impjegi protetti: Le Dinji ta' dan il-proċedura jaqa' taħt ir-Regolament tal-Subsidji Barranin (FSR)

Fatturazzjoni elettronika: Permessa

Se tintuża l-ordni elettronika: iva

Se jintuża l-pagament elettroniku: iva

5.1.15. Tekniki

Ftehim qafas:

Ftehim qafas, mingħajr ma terġa' tinfetaħ il-kompetizzjoni

Numru massimu ta' partecipanti: 1

Ġustifikazzjoni tat-tul ta' żmien tal-ftehim qafas: 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.

Informazzjoni dwar is-sistema dinamika tax-xiri:

Ebda sistema dinamika ta' xiri

5.1.16. Aktar informazzjoni, medjazzjoni u rieżami

Organizzazzjoni tar-rieżami: Court of Justice of the European Union

Organizzazzjoni li tipprovdi iktar informazzjoni dwar proċeduri tar-rieżami: European Commission, DG DIGIT - Digital Services

8. Organizzazzjonijiet

8.1. ORG-0001

Isem uffiċjali: European Commission, DG DIGIT - Digital Services

Numru tar-registrazzjoni: COM

Dipartiment: DIGIT.R - Change Management and Resources

Inderizz postali: Rue de la Loi 107

Belt: Brussels

Kodiċi postali: B-1000

Sottodivizjoni tal-pajjiż (NUTS): Arr. de Bruxelles-Capitale/Arr. Brussel-Hoofdstad (BE100)

Pajjiż: Il-Belġju

Email: DIGIT-PROCUREMENT-PROSERV@ec.europa.eu

Telefown: +32 2 299 11 11

Inderizz tal-internet: https://ec.europa.eu/info/departments/informatics_en

Rwoli ta' din l-organizzazzjoni:

Xerrej

Organizzazzjoni li tipprovdi iktar informazzjoni dwar proċeduri tar-rieżami

8.1. ORG-0002

Isem uffiċjali: Court of Justice of the European Union

Numru tar-registrazzjoni: CURIA

Inderizz postali: Rue du Fort Niedergrünwald

Belt: Luxembourg

Kodiċi postali: L-2925

Sottodivizjoni tal-pajjiż (NUTS): Luxembourg (LU000)

Pajjiż: Il-Lussemburgu

Email: GC.Registry@curia.europa.eu

Telefown: +352 4303-1

Inderizz tal-internet: <http://curia.europa.eu>

Rwoli ta' din l-organizzazzjoni:

Organizzazzjoni tar-rieżami

8.1. ORG-0003

Isem uffiċjali: European Commission

Numru tar-registrazzjoni: EUCOM

Inderizz postali: Mondrian (CDMA), Rue du Champ de Mars 21

Belt: Brussels

Kodiċi postali: B-1050

Sottodivizjoni tal-pajjiż (NUTS): Arr. de Bruxelles-Capitale/Arr. Brussel-Hoofdstad (BE100)

Pajjiż: Il-Belġju

Email: DIGIT-PROCUREMENT-PROSERV@ec.europa.eu

Telefown: +32 2 299 11 11

Inderizz tal-internet: <https://commission.europa.eu/>

Rwoli ta' din l-organizzazzjoni:

TED eSender

Informazzjoni dwar l-avviż

Identifikatur/verżjoni tal-avviż: 83ac2016-de50-4c4f-9c25-c7a02f88005f - 01

Tip ta' formola: Kompetizzjoni

Tip ta' avviż: Avviż tal-kuntratt jew tal-konċessjoni – reġim standard

Sottotip tal-avviż: 16

Data ta' meta ntbagħat l-avviż: 09/07/2026 05:05:38 (UTC+02:00) Ħin tal-Ewropa tal-Lvant,
Ħin tas-sajf tal-Ewropa Ċentrali

Lingwi li bihom dan l-avviż huwa disponibbli uffiċjalment: Ingliz

Numru tal-pubblikazzjoni tal-avviż: 476935-2026

Numru tal-ħarġa tal-ĠU S: 131/2026

Data tal-pubblikazzjoni: 10/07/2026