

476935-2026 - Mededinging

België – IT-diensten: adviezen, softwareontwikkeling, internet en ondersteuning – Efficient, experience-driven, proactive and resilient solutions and support services

OJ S 131/2026 10/07/2026

Aankondiging van een opdracht of concessie – standaardregeling

Diensten

1. Koper

1.1. Koper

Officiële naam: European Commission, DG DIGIT - Digital Services

E-mail: DIGIT-PROCUREMENT-PROSERV@ec.europa.eu

Rechtsvorm van de koper: EU-instelling, -orgaan of -agentschapp

Activiteit van de aanbestedende dienst: Algemene overheidsdiensten

2. Procedure

2.1. Procedure

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

Beschrijving: 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.

Identificatiecode van de procedure: 41ca3c4f-8cc1-4510-8209-8b8059fdaebc

Interne identificatiecode: EC-DIGIT/2025/OP/0071

Type procedure: Openbaar

De procedure wordt versneld: neen

2.1.1. Doel

Aard van het contract: Diensten

Belangrijkste classificatie (cpv): 72000000 IT-diensten: adviezen, softwareontwikkeling, internet en ondersteuning

2.1.2. Plaats van uitvoering

Overall in de Europese Economische Ruimte

Aanvullende informatie: Please consult the procurement documents.

2.1.4. Algemene informatie

Aanvullende informatie: 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.

Rechtsgrondslag:

Verordening (EU, Euratom) 2024/2509

2.1.6. Gronden voor uitsluiting

Bronnen voor uitsluitingsgronden: Aanbestedingsstuk

5. Perceel

5.1. Perceel: LOT-0001

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

Beschrijving: 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.

Interne identificatiecode: EC-DIGIT/2025/OP/0071

5.1.1. Doel

Aard van het contract: Diensten

Belangrijkste classificatie (cpv): 72000000 IT-diensten: adviezen, softwareontwikkeling, internet en ondersteuning

Opties:

Beschrijving van de opties: 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. Plaats van uitvoering

Overall in de Europese Economische Ruimte

Aanvullende informatie: Please consult the procurement documents.

5.1.3. Geraamde duur

Looptijd: 84 Maanden

5.1.4. Verlenging

Maximumaantal verlengingen: 3

Overige informatie over verlengingen: 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. Algemene informatie

Vorbehouden deelname:

Deelname is niet voorbehouden.

Aanbestedingsproject dat geheel of gedeeltelijk uit EU-fondsen wordt gefinancierd

De aanbesteding valt onder de Overeenkomst inzake overheidsopdrachten (GPA): ja

Informatie over eerdere aankondigingen:

Identificatiecode van de eerdere aankondiging: 304838-2026

5.1.9. Selectiecriteria

Bronnen van selectiecriteria: Aanbestedingsstuk

5.1.10. Gunningscriteria

Criterium:

Type: Kwaliteit

Beschrijving: Please consult the procurement documents.

Categorie van het gunningscriterium gewicht: Gewicht (percentage, exact)

Gunningscriterium numerieke waarde: 70

Criterium:

Type: Prijs

Beschrijving: Please consult the procurement documents.

Categorie van het gunningscriterium gewicht: Gewicht (percentage, exact)

Gunningscriterium numerieke waarde: 30

5.1.11. Aanbestedingsstukken

Termijn voor verzoeken om aanvullende informatie: 22/10/2026 23:59:59 (UTC+02:00) Oost-Europese tijd, Midden-Europese zomertijd

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

Ad-hoccommunicatiekanaal:

Naam: 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. Voorwaarden van de aanbesteding

Voorwaarden voor indiening:

Elektronische indiening: Vereist

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

Talen waarin inschrijvingen of verzoeken tot deelname kunnen worden ingediend: Bulgaars, Tsjechisch, Deens, Duits, Grieks, Engels, Spaans, Estisch, Fins, Frans, Iers, Kroatisch,

Hongaars, Italiaans, Litouws, Lets, Maltees, Nederlands, Pools, Portugees, Roemeens, Slowaaks, Sloveens, Zweeds

Elektronische catalogus: Niet toegestaan

Uiterste datum voor de ontvangst van inschrijvingen: 30/10/2026 17:00:59 (UTC+01:00)

Midden-Europese tijd, West-Europese zomertijd

Duur waarin de aanbidding geldig moet blijven: 9 Maanden

Informatie over de openbare opening:

Openingsdatum: 03/11/2026 10:00:00 (UTC+01:00) Midden-Europese tijd, West-Europese zomertijd

Voorwaarden van het contract:

De uitvoering van de opdracht moet plaatsvinden binnen het kader van programma's voor maatwerkbedrijven: Neen

Deze procedure valt onder de Verordening inzake buitenlandse subsidies (FSR)

Elektronische facturering: Toegestaan

Er zal worden gebruikgemaakt van elektronische orderplaatsing: ja

Er zal worden gebruikgemaakt van elektronische betaling: ja

5.1.15. Technieken

Raamovereenkomst:

Raamovereenkomst, zonder hernieuwde oproep tot mededinging

Maximumaantal deelnemers: 1

Rechtvaardiging voor de looptijd van de raamovereenkomst: 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.

Informatie over het dynamische aankoopstelsel:

Geen dynamisch aankoopstelsel

5.1.16. Nadere inlichtingen, bemiddeling en evaluatie

Organisatie voor beroepsprocedures: Court of Justice of the European Union

8. Organisaties

8.1. ORG-0001

Officiële naam: European Commission, DG DIGIT - Digital Services

Registratienummer: COM

Afdeling: DIGIT.R - Change Management and Resources

Postadres: Rue de la Loi 107

Stad: Brussels

Postcode: B-1000

Onderverdeling land (NUTS): Arr. de Bruxelles-Capitale/Arr. Brussel-Hoofdstad (BE100)

Land: België

E-mail: DIGIT-PROCUREMENT-PROSERV@ec.europa.eu

Telefoon: +32 2 299 11 11

Internetadres: https://ec.europa.eu/info/departments/informatics_en

Rollen van deze organisatie:

Koper

Organisatie die meer informatie geeft over beroepsprocedures

8.1. ORG-0002

Officiële naam: Court of Justice of the European Union

Registratienummer: CURIA

Postadres: Rue du Fort Niedergrünewald

Stad: Luxembourg

Postcode: L-2925

Onderverdeling land (NUTS): Luxembourg (LU000)

Land: Luxemburg

E-mail: GC.Registry@curia.europa.eu

Telefoon: +352 4303-1

Internetadres: <http://curia.europa.eu>

Rollen van deze organisatie:

Organisatie voor beroepsprocedures

8.1. ORG-0003

Officiële naam: European Commission

Registratienummer: EUCOM

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

Stad: Brussels

Postcode: B-1050

Onderverdeling land (NUTS): Arr. de Bruxelles-Capitale/Arr. Brussel-Hoofdstad (BE100)

Land: België

E-mail: DIGIT-PROCUREMENT-PROSERV@ec.europa.eu

Telefoon: +32 2 299 11 11

Internetadres: <https://commission.europa.eu/>

Rollen van deze organisatie:

TED eSender

Informatie over een aankondiging

Identificatiecode/versie van de aankondiging: 83ac2016-de50-4c4f-9c25-c7a02f88005f - 01

Type formulier: Mededinging

Type aankondiging: Aankondiging van een opdracht of concessie – standaardregeling

Subtype aankondiging: 16

Verzenddatum van de aankondiging: 09/07/2026 05:05:38 (UTC+02:00) Oost-Europese tijd,
Midden-Europese zomertijd

Talen waarin deze aankondiging officieel beschikbaar is: Engels

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