

476935-2026 - Javni razpis

Belgija – Storitve informacijske tehnologije: svetovanje, razvoj programske opreme, internet in podpora – Efficient, experience-driven, proactive and resilient solutions and support services
OJ S 131/2026 10/07/2026

Obvestilo o koncesiji ali naročilu – standardna ureditev
Storitve

1. Kupec

1.1. Kupec

Uradno ime: European Commission, DG DIGIT - Digital Services

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

Pravna vrsta kupca: Institucija, organ ali agencija EU

Dejavnost javnega naročnika: Javna uprava

2. Postopek

2.1. Postopek

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

Opis: 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.

Identifikator postopka: 41ca3c4f-8cc1-4510-8209-8b8059fdaebc

Notranji identifikator: EC-DIGIT/2025/OP/0071

Vrsta postopka: Odprti postopek

Postopek je pospešen: ne

2.1.1. Namen

Vrsta javnega naročila: Storitve

Glavna klasifikacijska oznaka (cpv): 72000000 Storitve informacijske tehnologije: svetovanje, razvoj programske opreme, internet in podpora

2.1.2. Kraj izvajanja

Kjer koli v Evropskem gospodarskem prostoru

Dodatne informacije: Please consult the procurement documents.

2.1.4. Splošne informacije

Dodatne informacije: 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.

Pravna podlaga:

Uredba (EU, Euratom) 2024/2509

2.1.6. Razlogi za izključitev

Viri izključitvenih razlogov: Dokument v zvezi z oddajo naročila

5. Sklop

5.1. Sklop: LOT-0001

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

Opis: 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.

Notranji identifikator: EC-DIGIT/2025/OP/0071

5.1.1. Namen

Vrsta javnega naročila: Storitve

Glavna klasifikacijska oznaka (cpv): 72000000 Storitve informacijske tehnologije: svetovanje, razvoj programske opreme, internet in podpora

Možnosti:

Opis možnosti: 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. Kraj izvajanja

Kjer koli v Evropskem gospodarskem prostoru

Dodatne informacije: Please consult the procurement documents.

5.1.3. Predvideno trajanje

Trajanje: 84 Meseci

5.1.4. Podaljšanje

Največje število podaljšanj: 3

Dodatne informacije o podaljšanju: 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. Splošne informacije

Pridržana udeležba:

Udeležba ni pridržana.

Projekt javnega naročanja se v celoti ali delno financira s sredstvi EU

Javno naročilo je zajeto v Sporazumu o javnih naročilih: da

Informacije o prejšnjih obvestilih:

Identifikator prejšnjega obvestila: 304838-2026

5.1.9. Merila za izbor

Viri izbirnih kriterijev: Dokument v zvezi z oddajo naročila

5.1.10. Merila za oddajo javnega naročila

Merilo:

Vrsta: Kakovost

Opis: Please consult the procurement documents.

Kategorija merila za oddajo javnega naročila teža: Ponder (odstotek, točen)

Številka v merilu za oddajo: 70

Merilo:

Vrsta: Cena

Opis: Please consult the procurement documents.

Kategorija merila za oddajo javnega naročila teža: Ponder (odstotek, točen)

Številka v merilu za oddajo: 30

5.1.11. Dokumenti v zvezi z oddajo javnega naročila

Rok za zahtevanje dodatnih informacij: 22/10/2026 23:59:59 (UTC+02:00) Vzhodnoevropski čas, srednjeevropski poletni čas

Naslov dokumentov v zvezi z oddajo javnega naročila: <https://ec.europa.eu/info/funding-tenders/opportunities/portal/screen/opportunities/tender-details/41ca3c4f-8cc1-4510-8209-8b8059fdaebe-CN?#anchorDocuments>

Sprotni komunikacijski kanal:

Ime: Funding and Tenders Portal

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

5.1.12. Pogoji javnega naročila

Pogoji za predložitev:

Elektronska predložitev: Obvezno

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

Jeziki, v katerih se lahko oddajo ponudbe ali prijave za sodelovanje: bolgarščina, češčina, danščina, nemščina, grščina, angleščina, španščina, estonščina, finščina, francoščina, irščina,

hrvaščina, madžarščina, italijanščina, litovščina, latvijščina, malteščina, nizozemščina, poljščina, portugalščina, romunščina, slovaščina, slovenščina, švedščina

Elektronski katalog: Ni dovoljeno

Rok za prejem ponudb: 30/10/2026 17:00:59 (UTC+01:00) Srednjeevropski čas, zahodnoevropski poletni čas

Obdobje, v katerem mora ponudba ostati veljavna: 9 Meseci

Informacije o javnem odpiranju:

Datum odprtja: 03/11/2026 10:00:00 (UTC+01:00) Srednjeevropski čas, zahodnoevropski poletni čas

Pogoji javnega naročila:

Izvajanje javnega naročila je treba zagotoviti v okviru programov zaščitene zaposlovanja: Ne
Ta postopek spada pod Uredbo o tujih subvencijah (FSR)

Elektronsko izdajanje računov: Dovoljeno

Uporabljen bo elektronsko naročanje: da

Uporabljen bo elektronsko plačevanje: da

5.1.15. Tehnike

Okvirni sporazum:

Okvirni sporazum brez ponovnega odpiranja konkurence

Največje število udeležencev: 1

Obrazložitev trajanja okvirnega sporazuma: 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.

Informacije o dinamičnem nabavnem sistemu:

Ni dinamičnega nabavnega sistema

5.1.16. Dodatne informacije, mediacija in revizija

Organizacija za revizijo: Court of Justice of the European Union

Organizacija, ki daje dodatne informacije o revizijskih postopkih: European Commission, DG DIGIT - Digital Services

8. Organizacije

8.1. ORG-0001

Uradno ime: European Commission, DG DIGIT - Digital Services
Registrska številka: COM
Služba: DIGIT.R - Change Management and Resources
Poštni naslov: Rue de la Loi 107
Mesto: Brussels
Poštna številka: B-1000
Podregija države (NUTS): Arr. de Bruxelles-Capitale/Arr. Brussel-Hoofdstad (BE100)
Država: Belgija
E-naslov: DIGIT-PROCUREMENT-PROSERV@ec.europa.eu
Tel.: +32 2 299 11 11
Spletni naslov: https://ec.europa.eu/info/departments/informatics_en

Vloge te organizacije:

Kupec
Organizacija, ki daje dodatne informacije o revizijskih postopkih

8.1. ORG-0002

Uradno ime: Court of Justice of the European Union
Registrska številka: CURIA
Poštni naslov: Rue du Fort Niedergrünwald
Mesto: Luxembourg
Poštna številka: L-2925
Podregija države (NUTS): Luxembourg (LU000)
Država: Luksemburg
E-naslov: GC.Registry@curia.europa.eu
Tel.: +352 4303-1
Spletni naslov: <http://curia.europa.eu>

Vloge te organizacije:

Organizacija za revizijo

8.1. ORG-0003

Uradno ime: European Commission
Registrska številka: EUCOM
Poštni naslov: Mondrian (CDMA), Rue du Champ de Mars 21
Mesto: Brussels
Poštna številka: B-1050
Podregija države (NUTS): Arr. de Bruxelles-Capitale/Arr. Brussel-Hoofdstad (BE100)
Država: Belgija
E-naslov: DIGIT-PROCUREMENT-PROSERV@ec.europa.eu
Tel.: +32 2 299 11 11
Spletni naslov: <https://commission.europa.eu/>

Vloge te organizacije:

TED eSender

Informacije o obvestilu

Identifikator/različica obvestila: 83ac2016-de50-4c4f-9c25-c7a02f88005f - 01
Vrsta obrazca: Javni razpis

Vrsta obvestila: Obvestilo o koncesiji ali naročilu – standardna ureditev

Podvrsta obvestila: 16

Datum pošiljanja obvestila: 09/07/2026 05:05:38 (UTC+02:00) Vzhodnoevropski čas,
srednjeevropski poletni čas

Jeziki, v katerih je uradno dostopno to obvestilo: angleščina

Številka objave obvestila: 476935-2026

Številka izdaje UL S: 131/2026

Datum objave: 10/07/2026