

73316-2026 - Competition

Belgium – IT services: consulting, software development, Internet and support – Design, Development and Deployment of Public-Facing Multilingual Chatbots to Support the Implementation of the Digital Services Act (DSA) and the Artificial Intelligence Act (AI Act)
OJ S 22/2026 02/02/2026

Contract or concession notice – standard regime
Services

1. Buyer

1.1. Buyer

Official name: European Commission, DG CNECT - Communications Networks, Content and Technology

Email: cnect-tendering@ec.europa.eu

Legal type of the buyer: EU institution, body or agency

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Design, Development and Deployment of Public-Facing Multilingual Chatbots to Support the Implementation of the Digital Services Act (DSA) and the Artificial Intelligence Act (AI Act)

Description: The purpose of this procurement is to design, develop, and deploy two multilingual, AI-powered chatbot tools to support the implementation of the Artificial Intelligence Act (AI Act) and the Digital Services Act (DSA). These chatbots will provide context-sensitive, public-facing guidance tailored to a wide range of stakeholders, helping users navigate legal obligations, definitions, and procedures under the respective regulations. The tools will be integrated into Commission platforms and built using reusable components in line with existing IT governance frameworks.

Procedure identifier: b74a2278-5248-42c0-93db-74fc0127ab93

Internal identifier: EC-CNECT/2025/OP/0095

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support

2.1.2. Place of performance

Anywhere

Additional information: Please consult the procurement documents.

2.1.3. Value

Estimated value excluding VAT: 200 000,00 EUR

2.1.4. General information

Additional information: 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.

Legal basis:

Regulation (EU, Euratom) 2024/2509

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Procurement Document

5. Lot

5.1. Lot: LOT-0001

Title: Design, Development and Deployment of Public-Facing Multilingual Chatbots to Support the Implementation of the Digital Services Act (DSA) and the Artificial Intelligence Act (AI Act)

Description: The purpose of this procurement is to design, develop, and deploy two multilingual, AI-powered chatbot tools to support the implementation of the Artificial Intelligence Act (AI Act) and the Digital Services Act (DSA). These chatbots will provide context-sensitive, public-facing guidance tailored to a wide range of stakeholders, helping users navigate legal obligations, definitions, and procedures under the respective regulations. The tools will be integrated into Commission platforms and built using reusable components in line with existing IT governance frameworks.

Internal identifier: EC-CNECT/2025/OP/0095

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support

5.1.2. Place of performance

Anywhere

Additional information: Please consult the procurement documents.

5.1.3. Estimated duration

Duration: 18 Months

5.1.5. Value

Estimated value excluding VAT: 200 000,00 EUR

5.1.6. General information

Reserved participation:

Participation is not reserved.

Procurement Project fully or partially financed with EU Funds.

Information about European Union funds:

EU funds programme: Digital Europe Programme (2021/2027)

The procurement is covered by the Government Procurement Agreement (GPA): yes

5.1.9. Selection criteria

Sources of selection criteria: Procurement Document

5.1.10. Award criteria

Criterion:

Type: Quality

Description: Please consult the procurement documents.

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 60

Criterion:

Type: Price

Description: Please consult the procurement documents.

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 40

5.1.11. Procurement documents

Deadline for requesting additional information: 26/02/2026

Address of the procurement documents: <https://ec.europa.eu/info/funding-tenders/opportunities/portal/screen/opportunities/tender-details/b74a2278-5248-42c0-93db-74fc0127ab93-CN?#anchorDocuments>

Ad hoc communication channel:

Name: Funding and Tenders Portal

URL: <https://ec.europa.eu/info/funding-tenders/opportunities/portal/screen/opportunities/tender-details/b74a2278-5248-42c0-93db-74fc0127ab93-CN?#anchorDocuments>

5.1.12. Terms of procurement**Terms of submission:**

Electronic submission: Required

Address for submission: <https://webgate.ec.europa.eu/digit/opsys/esubmission?cftUuid=b74a2278-5248-42c0-93db-74fc0127ab93>

Languages in which tenders or requests to participate may be submitted: Bulgarian, Czech, Danish, German, Greek, English, Spanish, Estonian, Finnish, French, Irish, Croatian, Hungarian, Italian, Lithuanian, Latvian, Maltese, Dutch, Polish, Portuguese, Romanian, Slovak, Slovenian, Swedish

Electronic catalogue: Not allowed

Deadline for receipt of tenders: 06/03/2026 16:00:59 (UTC+01:00) Central European Time, Western European Summer Time

Duration during which the tender must remain valid: 6 Months

Information about public opening:

Opening date: 09/03/2026 11:00:00 (UTC+01:00) Central European Time, Western European Summer Time

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: No

Electronic invoicing: Allowed

Electronic ordering will be used: yes

Electronic payment will be used: yes

5.1.15. Techniques**Framework agreement:**

No framework agreement

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Review organisation: Court of Justice of the European Union

Organisation providing more information on the review procedures: European Commission,
DG CNECT - Communications Networks, Content and Technology

8. Organisations

8.1. ORG-0001

Official name: European Commission, DG CNECT - Communications Networks, Content and Technology

Registration number: COM

Department: CNECT.F - Online Platforms: Society, CNECT.F.1 - DSA Monitoring and Cooperation

Postal address: Rue de la Loi 200, Wetstraat 200

Town: Brussels

Postcode: B-1049

Country subdivision (NUTS): Arr. de Bruxelles-Capitale/Arr. Brussel-Hoofdstad (BE100)

Country: Belgium

Email: cnect-tendering@ec.europa.eu

Telephone: +32 2 299 11 11

Internet address: https://ec.europa.eu/info/departments/communications-networks-content-and-technology_en

Roles of this organisation:

Buyer

Organisation providing more information on the review procedures

8.1. ORG-0002

Official name: Court of Justice of the European Union

Registration number: CURIA

Postal address: Rue du Fort Niedergrünwald

Town: Luxembourg

Postcode: L-2925

Country subdivision (NUTS): Luxembourg (LU000)

Country: Luxembourg

Email: GC.Registry@curia.europa.eu

Telephone: +352 4303-1

Internet address: <http://curia.europa.eu>

Roles of this organisation:

Review organisation

8.1. ORG-0003

Official name: European Commission

Registration number: EUCOM

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

Town: Brussels

Postcode: B-1050

Country subdivision (NUTS): Arr. de Bruxelles-Capitale/Arr. Brussel-Hoofdstad (BE100)

Country: Belgium

Email: cnect-tendering@ec.europa.eu

Telephone: +32 2 299 11 11

Internet address: <https://commission.europa.eu/>

Roles of this organisation:

TED eSender

Notice information

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