

1. Buyer

1.1. Buyer

Official name: European Union Agency for Asylum

Email: tenders@euaa.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: Provision of ICT Software Development, Specialised services, Technology solutions and IT Service Desk (DSTS 3)

Description: Provision of Development, Specialised Services, Technology Solutions and IT Service desk for Software and IT environments, in the following areas: • Lot 1: IT Projects & Applications Implementation of new applications, major enhancements, new versions for existing applications, performing application lifecycle maintenance activities. • Lot 2: IT Infrastructure, Operations & Service desk Provision of Storage systems, Backup systems, Virtualisation systems, Network & Communication systems, Operation & mission support systems, Cloud native systems and IT Service Desk.

Procedure identifier: 54a4d718-b51e-4b24-9a69-b1d88a28a2d6

Internal identifier: EUAA/MLA/2025/OP/0032

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 in the European Economic Area

Additional information: Please consult the procurement documents.

2.1.3. Value

Estimated value excluding VAT: 24 200 000,00 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

2.1.5. Terms of procurement

Terms of submission:

Maximum number of lots for which one tenderer can submit tenders: 2

Terms of contract:

Maximum number of lots for which contracts can be awarded to one tenderer: 2

2.1.6. Grounds for exclusion

5. Lot

5.1. Lot: LOT-0001

Title: IT Projects & Applications

Description: Profiles under this lot will be involved in various activities such as implementing new applications, implementing major enhancements, new versions for existing applications, performing application lifecycle maintenance activities.

Internal identifier: EUAA/MLA/2025/OP/0032-LOT-1

5.1.1. Purpose

Main nature of the contract: Services

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

Options:

Description of the 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. Place of performance

Anywhere in the European Economic Area

Additional information: Please consult the procurement documents.

5.1.3. Estimated duration

Duration: 48 Months

5.1.4. Renewal

Maximum renewals: 3

Other information about renewals: The framework contract is concluded for an initial period of 12 (twelve) months, renewable 3 (three) time(s). Please consult the draft framework contract in the procurement documents.

5.1.5. Value

Estimated value excluding VAT: 14 930 000,00 EUR

5.1.6. General information

Reserved participation:

Participation is not reserved.

Procurement Project fully or partially financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): no

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: 70,00

Criterion:

Type: Price

Description: Please consult the procurement documents.

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

Award criterion number: 30,00

5.1.11. Procurement documents

Deadline for requesting additional information: 13/02/2026

Address of the procurement documents: <https://ec.europa.eu/info/funding-tenders/opportunities/portal/screen/opportunities/tender-details/54a4d718-b51e-4b24-9a69-b1d88a28a2d6-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/54a4d718-b51e-4b24-9a69-b1d88a28a2d6-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=54a4d718-b51e-4b24-9a69-b1d88a28a2d6>

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: 24/02/2026 12:00:59 (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: 25/02/2026 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:

Framework agreement, with reopening of competition

Maximum number of participants: 6

Information about the dynamic purchasing system:

No dynamic purchase system

Electronic auction: no

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 Union Agency for Asylum

5.1. Lot: LOT-0002

Title: IT Infrastructure, Operations & Service desk

Description: Profiles under this lot will be involved in new and/or ongoing activities in the IT infrastructure and Operations area involving but not limited to Storage systems, Backup systems, Virtualisation systems, Network & Communication systems, Operation & mission support systems, cloud native systems; in addition, in IT Service Desk to support EUAA staff.

Internal identifier: EUAA/MLA/2025/OP/0032-LOT-2

5.1.1. Purpose

Main nature of the contract: Services

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

Options:

Description of the 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. Place of performance

Anywhere in the European Economic Area

Additional information: Please consult the procurement documents.

5.1.3. Estimated duration

Duration: 48 Months

5.1.4. Renewal

Maximum renewals: 3

Other information about renewals: The framework contract is concluded for an initial period of 12 (twelve) months, renewable 3 (three) time(s). Please consult the draft framework contract in the procurement documents.

5.1.5. Value

Estimated value excluding VAT: 9 270 000,00 EUR

5.1.6. General information

Reserved participation:

Participation is not reserved.

Procurement Project fully or partially financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): no

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: 70,00

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Type: Price

Description: Please consult the procurement documents.

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

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Electronic catalogue: Not allowed

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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:

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Maximum number of participants: 6

Information about the dynamic purchasing system:

No dynamic purchase system

Electronic auction: no

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 Union Agency for Asylum

8. Organisations

8.1. ORG-0001

Official name: European Union Agency for Asylum

Registration number: EUAA

Department: EUAA.ED - Executive Director,EUAA.ED.C5 - Administration Centre,EUAA.ED.C5.ICTU - ICT Unit

Postal address: MTC Block A, Winemakers Wharf,, Grand Harbour

Town: Valletta

Postcode: MRS 1917

Country subdivision (NUTS): Malta (MT001)

Country: Malta

Email: tenders@euaa.europa.eu

Telephone: +356 22487500

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

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 Niedergrünewald

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: tenders@euaa.europa.eu

Telephone: +32 2 299 11 11

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

Roles of this organisation:
TED eSender

10. Change

Version of the previous notice to be changed: bc3f08d4-2e6e-41a1-b589-df84602d8809-01

Main reason for change: Information updated

Description: Extension of the deadline for submission of tenders