

CONTRACT NOTICE

CALL FOR TENDER: GENERAL INFORMATION

II.1.1) Information Notice Title: CEFTA Cloud Infrastructure, Hosting, Managed Services, Security and Business Continuity

II.1.1) Information Notice Reference Number: CEFTA SEED + 2026-05

I.1) Name and address Contracting Authority

Official name: The Secretariat of the Central European Free Trade Agreement 2006

Postal address: Rue de la Loi 42

Town: Brussels

Postal Code: 1040

E-mail: procurement@cefta.int

Internet address: www.cefta.int

II.1.1) Title:

CEFTA Cloud Infrastructure, Hosting, Managed Services, Security and Business Continuity

II.1.2) Type of contract

Services (FWC)

II.1.3) Short description of the contract

Maintenance, support and management of CEFTA cloud infrastructure, hosting, managed services, security and business continuity.

The contract will cover the end-to-end operation, administration, monitoring, maintenance, security, backup, disaster recovery, business continuity, and optimisation of CEFTA's cloud-hosted infrastructure and related ICT services. This includes Microsoft Azure, Oracle Cloud Infrastructure (OCI), Oracle databases, WebLogic middleware components, cloud and software licences, security platforms and tools, hosting environments, and associated support arrangements.

The services will ensure the stable, secure, resilient, and continuous operation of CEFTA digital systems and applications, including Customs SEED+, CEFTA TRACES NT, and other related platforms and services. The contractor shall ensure the availability, confidentiality, integrity, and resilience of CEFTA's infrastructure, systems, applications, and data, in line with industry best practices and applicable security, compliance, and governance requirements. The scope includes infrastructure and platform administration,

performance monitoring and tuning, capacity planning, availability management, patch and configuration management, incident, problem, change and release management, and service request fulfilment.

The contractor shall provide a combination of proactive and reactive operational support. Proactive services will include continuous monitoring, preventive maintenance, performance and capacity management, security assessments, vulnerability management, patching, security hardening, resilience improvements, cost optimisation, compliance support, and recommendations for continuous service enhancement. Reactive services will include incident response, troubleshooting, service restoration, problem resolution, emergency remediation activities, security incident handling, and support for unplanned events affecting the availability, performance, integrity, or security of CEFTA systems and services.

The contract will also include security monitoring, threat detection, cybersecurity risk assessments, vulnerability remediation, backup management, disaster recovery planning and testing, business continuity planning and validation, data protection measures, recovery readiness activities, cloud cost management, infrastructure lifecycle management, operational reporting, service-level performance tracking, documentation maintenance, knowledge transfer, and technical and architectural advisory services, ensuring alignment with CEFTA's operational, security, and strategic business objectives while maintaining the confidentiality, integrity, availability, and recoverability of CEFTA information assets and digital services.

II.1.4) Estimated total value

Value excluding VAT: 500,000 EUR

III.1.1.) Type of Procedure

Restricted

IV.2.1) Previous publication concerning this procedure

PIN publication number: 477944-2026

II.1.6) Information about lots

This contract is divided into lots: no

CALL FOR TENDER: INFORMATION PER LOT

II.2) Description

Title: CEFTA Cloud Infrastructure, Hosting, Managed Services, Security and Business Continuity

II.2.3) Place performance

Geographical zone benefitting from the action: Brussels and CEFTA Parties

II.2.5) Award Criteria

Best quality ration criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.14) Additional information

Repetition of similar services/works

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.

IV.2.2) Time limit for submission of requests to participate

Date: 15/10/2026

Local Time: 16:00 Brussels time

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 months

IV.2.7) Conditions for opening of tenders

Date: 08/12/2026 (estimated)

Local time 16:00 Brussels time

Place: Brussels

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