

Luxembourg-Luxembourg: Assistance to Eurostat in Treating User Requests

OJ S 13/2024 18/01/2024

Contract award notice

Services

Legal Basis:

Regulation (EU, Euratom) No 2018/1046

Section I: Contracting authority

I.1. Name and addresses

Official name: European Commission, Statistical Office of the European Union (ESTAT)

Postal address: 5, rue Alphonse Weicker, Bâtiment Bech/Bech Building

Town: Luxembourg

NUTS code: LU000 Luxembourg

Postal code: L-2920

Country: Luxembourg

E-mail: estat-calls-for-tender-directorates-a-b@ec.europa.eu**Internet address(es):**Main address: <https://ec.europa.eu/eurostat/about/overview>**I.4. Type of the contracting authority**

European institution/agency or international organisation

I.5. Main activity

Other activity: Statistics

Section II: Object

II.1. Scope of the procurement**II.1.1. Title**

Assistance to Eurostat in Treating User Requests

Reference number: ESTAT/2023/OP/0007

II.1.2. Main CPV code

79330000 Statistical services

II.1.3. Type of contract

Services

II.1.4. Short description

Eurostat Unit B4, Dissemination and user support, is launching this call for tenders in order to find assistance from an external contractor that will assist users to find what they are looking for as regards Eurostat's data, tools and products. The English and French User Support that will be provided by the contractor aims to enable users to find the relevant information by themselves by providing them all the necessary information needed (e.g. links to Eurostat's datasets, metadata, tools and other dissemination products).

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 288 940,00 EUR

II.2. Description

II.2.2. Additional CPV code(s)

79330000 Statistical services

II.2.3. Place of performance

NUTS code: LU000 Luxembourg

Main site or place of performance: Contractor's premises.

II.2.4. Description of the procurement

Assistance to Eurostat in treating user requests.

II.2.5. Award criteria

Quality criterion - Name: Technical approach and methodology / Weighting: 20

Quality criterion - Name: Work plan and timetable – overall planning / Weighting: 10

Quality criterion - Name: Management arrangements – organisation of the work and resources / Weighting: 50

Quality criterion - Name: Quality arrangements – quality control measure / Weighting: 20

Price - Weighting: 50 %

II.2.11. Information about options

Options: no

II.2.13. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:
yes

Identification of the project: Single Market programme 2021-2027.

II.2.14. Additional information

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Open procedure

IV.1.3. Information about a framework agreement or a dynamic purchasing system

IV.1.8. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: yes

IV.2. Administrative information

IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2023/S 138-439452](#)

IV.2.8. Information about termination of dynamic purchasing system

IV.2.9. Information about termination of call for competition in the form of a prior information notice

Section V: Award of contract

Contract No: 2022.0415

Title:

Assistance to Eurostat in Treating User Requests

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

19/12/2023

V.2.2. Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 1

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: no

V.2.3. Name and address of the contractor

Official name: Sogeti Luxembourg S.A

Postal address: 6, route de Longwy

Town: Bertrange

NUTS code: LU00 Luxembourg

Postal code: L-8080

Country: Luxembourg

The contractor is an SME: no

V.2.4. Information on value of the contract/lot

Initial estimated total value of the contract/lot: 290 020,00 EUR

Total value of the contract/lot: 288 940,00 EUR

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: General Court of the European Union

Postal address: Rue du Fort Niedergrünwald

Town: Luxembourg

Postal code: L-2925

Country: Luxembourg

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

Telephone: +352 4303-1

Fax: +352 4303-2100

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

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

You may submit any observations concerning the procurement procedure to the contracting authority using the contact means under I.1). If you believe that there was maladministration, you may lodge a complaint to the European Ombudsman within 2 years of the date when you became aware of the facts on which the complaint is based (see <http://www.ombudsman.europa.eu>). Within 2 months of notice of the award decision, you may launch an action for annulment of the award decision. Any request you may make and any reply from us, or any complaint for maladministration, will have neither the purpose nor the effect of suspending the time-limit for launching an action for annulment or to open a new period for launching an action for annulment. The body responsible for hearing annulment procedures is indicated in Section VI.4.1).

VI.5. Date of dispatch of this notice

11/01/2024