

Belgium-Brussels: DIGIT/R3/PO/2015/013 TOP2 Telephone operators call centre
OJ S 35/2016 19/02/2016
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: European Commission, Directorate-General for Informatics, Directorate R: Resources Management and Optimisation, Unit 3: ICT Procurement and Contract Management

Postal address: rue Belliard 28, Office: 07/141

Town: Brussels

NUTS code: BE100 Arr. de Bruxelles-Capitale/Arr. Brussel-Hoofdstad

Postal code: 1049

Country: Belgium

E-mail: digit-contracts-info-centre@ec.europa.eu

Telephone: +32 229-60762

Fax: +32 229-57702

Internet address(es):

Main address: http://ec.europa.eu/dgs/informatics/index_en.htm

I.4. Type of the contracting authority

European institution/agency or international organisation

I.5. Main activity

Other activity: Information technologies.

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

DIGIT/R3/PO/2015/013 TOP2 Telephone operators call centre.

Reference number: 2015/S 138-253768.

II.1.2. Main CPV code

64214200 Telephone switchboard services

II.1.3. Type of contract

Services

II.1.4. Short description

Provision of services for the call centre (Infotel) of the European Commission.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7.

Total value of the procurement

Lowest offer: 1 433 915,27 EUR / Highest offer: 1 988 911,14 EUR taken into consideration

II.2. Description

II.2.3. Place of performance

NUTS code: BE10 Région de Bruxelles-Capitale/ Brussels Hoofdstedelijk Gewest

Main site or place of performance: Brussels, with a possibility of off-site service delivery should the EC building policy change over the course of the contract.

II.2.4. Description of the procurement

Open procedure involving the establishment of a framework contract.

II.2.5. Award criteria

Price

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:
no

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

The procurement involves the establishment of a framework agreement

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: [2015/S 138-253768](#)

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: DI/07430-00

Title:

DI/07430-00 (TOP II).

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

04/02/2016

V.2.2. Information about tenders

Number of tenders received: 3

The contract has been awarded to a group of economic operators: yes

V.2.3. Name and address of the contractor

Official name: Consortium 2forTOP led by Computer Task Group IT Solutions S.A.

National registration number: LU208266-06

Postal address: 10A, Zone industrielle de Bourmicht

Town: Bertrange

NUTS code: LU000 Luxembourg

Postal code: 8070

Country: Luxembourg

The contractor is an SME: no

V.2.3. Name and address of the contractor

Official name: Intrasoft International S.A. (member of consortium 2forTOP)

National registration number: BE 0472.324.870

Postal address: rue Montoyer 40

Town: Brussels

NUTS code: BE10 Région de Bruxelles-Capitale/ Brussels Hoofdstedelijk Gewest

Postal code: 1000

Country: Belgium

The contractor is an SME: no

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

Initial estimated total value of the contract/lot: 1 733 452,68 EUR

Total value of the contract/lot: 1 733 452,68 EUR

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

The maximum total value of the framework contract amounts to 1 733 452,68 EUR, of which:

- 1 433 915,27 EUR represents the financial offer of the contractor,
- 71 695,76 EUR represents a 5 % reserve for inflation,
- 225 841,65 EUR represents a 15 % financial reserve.

VI.4. Procedures for review

VI.4.1. Review body

Official name: General Court

Postal address: rue du Fort Niedergrünwald

Town: Luxembourg

Postal code: 2925

Country: Luxembourg

E-mail: generalcourt.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:

Within 2 months of the notification to the plaintiff or, in the absence thereof, of the day on which it came to the knowledge. A complaint to the European Ombudsman does not have as an effect either to suspend this period or to open a new period for lodging appeals.

VI.4.4. Service from which information about the review procedure may be obtained

Official name: European Commission, Directorate-General for Informatics, Resources Management and Optimisation Directorate, ICT Procurement and Contract Management Unit

Postal address: rue Belliard 28, Office: 07/141

Town: Brussels

Postal code: 1049

Country: Belgium

E-mail: digit-contracts-info-centre@ec.europa.eu

Telephone: +32 22960762

Fax: +32 22957702

Internet address: http://ec.europa.eu/dgs/informatics/procurement/index_en.htm

VI.5. Date of dispatch of this notice

09/02/2016