

Belgium-Ghent: Word-processing software development services

OJ S 27/2021 09/02/2021

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Informatie Vlaanderen

National registration number: 0643.634.986_16653

Postal address: Koningin Maria Hendrikaplein 70 bus 110

Town: Gent

NUTS code: BE234 Arr. Gent

Postal code: 9000

Country: Belgium

E-mail: aiv_overheidsopdrachten@kb.vlaanderen.be**Internet address(es):**Main address: www.vlaanderen.beAddress of the buyer profile: <https://enot.publicprocurement.be/enot-war/preViewNotice.do?noticeId=400475>**I.3. Communication**The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://enot.publicprocurement.be/enot-war/preViewNotice.do?noticeId=400475>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://eten.publicprocurement.be/etendering/viewWorkspacesBasedOnExtUrl.do?wsName=AIV--VLAIO%2FIP%2F001%2F2020-F02>**I.4. Type of the contracting authority**

Regional or local authority

I.5. Main activity

General public services

Section II: Object

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

Opdracht voor de ontwikkeling van vraagsteller- en voorlichtervriendelijke ondersteuning voor klantencontactcentra

Reference number: AIV--VLAIO/IP/001/2020-F02_0

II.1.2. Main CPV code

72212317 Word-processing software development services

II.1.3.

Type of contract

Services

II.1.4. Short description

De huidige communicatiestroom tussen vraagstellers en de contactcenters (van AIV en VLAIO) moet efficiënter en accurater in kaart worden gebracht en gestuurd worden. De aanbestedende overheid zoekt hiervoor naar een efficiënte wijze van Artificiële Intelligentie (AI) en denkt in het bijzonder aan Natural Language Processing (NLP) voor de Vlaamse standaardtaal en dialecten, welke ingezet kan worden voor verschillende doeleinden. De aanbestedende overheid meent dat AI een interessante piste is om de communicatiestroom inhoudelijk – en onmiddellijk – te interpreteren en te manipuleren met het doel om de dienstverlening te automatiseren, ongeacht het kanaal waarlangs de vraag binnenkomt. Andere even efficiënte wijzen om de dienstverlening te automatiseren en communicatie te capteren mogen eveneens ontwikkeld worden, voor zover aangetoond kan worden dat de oplossing voldoet aan de verwachtingen van de aanbestedende overheid.

II.1.5. Estimated total value

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

72212740 Foreign language translation software development services

II.2.3. Place of performance

NUTS code: BE2 Vlaams Gewest

II.2.4. Description of the procurement

Opdracht voor de ontwikkeling van vraagsteller- en voorlichtervriendelijke ondersteuning voor klantencontactcentra.

II.2.5. Award criteria

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

II.2.6. Estimated value

II.2.7. Duration of the contract, framework agreement or dynamic purchasing system

Duration in months: 72

This contract is subject to renewal: yes

Description of renewals:

Exploitatieperiode kan eenmaal verlengd worden met zes maanden en daarna driemaal verlengbaar met telkens twaalf maanden.

II.2.10. Information about variants

Variants will be accepted: no

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 III: Legal, economic, financial and technical information

III.1. Conditions for participation

III.1.3. Technical and professional ability

Minimum level(s) of standards possibly required:

Klasse: n.v.t., Categorie: n.v.t.

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Innovation partnership

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: no

IV.2. Administrative information

IV.2.2. Time limit for receipt of tenders or requests to participate

Date: 08/03/2021 Local time: 10:00

IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.2.4. Languages in which tenders or requests to participate may be submitted

Dutch

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Raad van State

Postal address: Wetenschapsstraat 33

Town: Brussel

Postal code: 1040

Country: Belgium

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

Official name: Raad van State

Town: Brussel

Country: Belgium

VI.5. Date of dispatch of this notice

04/02/2021