

PL-Warsaw: Provision of assistance services to the Information Point of the European Commission's Regional Representation in Wrocław
OJ S 56/2013 20/03/2013
Contract award notice
Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: European Commission, Directorate-General for Communication, Representation in Poland

Postal address: Jasna Street 14/16a

Town: Warsaw

Postal code: 00-041

Country: Poland

For the attention of: Ms Ewa Synowiec

E-mail: comm-rep-waw-rejestracja@ec.europa.eu

Telephone: +48 225568989

Fax: +48 225568998

Internet address(es):

General address of the contracting authority: http://ec.europa.eu/dgs/communication/contracts-and-grants/contracts/representations/ongoing/index_en.htm

I.2. Type of the contracting authority

European institution/agency or international organisation

I.3. Main activity

General public services

I.4. Contract award on behalf of other contracting authorities

The contracting authority is purchasing on behalf of other contracting authorities: no

Section II: Object of the contract

II.1. Description

II.1.1. Title

Provision of assistance services to the Information Point of the European Commission's Regional Representation in Wrocław.

II.1.2. Type of contract and place of performance or delivery

Services

Service category No 22: Personnel placement and supply services

NUTS code

II.1.3. Information about a framework agreement or a dynamic purchasing system (DPS)

II.1.4. Short description of the contract or purchase(s)

The Representation is seeking a qualified service provider to support its information activities by ensuring a permanent presence of assistants in its Information Point to provide information,

distribute brochures and information material, and provide assistance to people who visit the European Union Information Point in Wrocław or contact it by telephone, e-mail, etc.

II.1.5. CPV code(s)

79621000 Supply services of office personnel

II.1.6. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: no

II.2. Total value of the contract/lot

II.2.1. Total value of the contract/lot

Value: 300 276 EUR
excluding VAT

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Open

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of

1. Understanding of the tasks covered by the contract, in accordance with all the requirements laid down in the specifications: work organisation (point 13(a) of the specifications). Weighting 15

2. Quality of the proposed written answers to the written inquiries in Annex V to the invitation to tender (point 13(b) of the specifications). The following elements will be taken into account: relevance of the answers; guidance and assistance provided in the answer; style of the answers (concise, professional, accurate and comprehensible); form of the answers (politeness and openness for questions). Weighting 15

3. Reliability of the means used to ensure the continuous and effective performance of the contract for the entire duration of the contract and the prompt performance of the tasks (point 13(c)(i) of the specifications). The following elements will be taken into account: description of the organisation of work: distribution of tasks, coordination with the Regional Office, flexibility and deadlines; measures taken to ensure the continuous presence of qualified staff in case the assistant(s) should be replaced. Weighting 35

4. Relevance of the means used to guarantee the high quality of the services (point 13(c)(ii) of the specifications). The following elements will be taken into account: proposal of regular training for employees, e.g. custom service; dealing with difficult customers; first aid; creative teaching, etc.; proposal of evaluation form which will be given to visitors of the Info Point (the form should include space for comments made by visitors); description of means used to verify the EU knowledge and the qualifications of the proposed employees; description of means used to guarantee staff's appearance suited to the workplace and official nature of the institutions represented by the Information Point. Weighting 35

IV.2.2. Information about electronic auction

IV.3. Administrative information

IV.3.1. File reference number attributed by the contracting authority

PO/2012-2/WRO.

IV.3.2. Previous publication concerning this procedure

Contract notice

Notice number in the OJ S: [2012/S 79-129188](#) of 24.4.2012

Section V: Award of contract

Lot No: 1

- Lot title: Provision of assistance services to the Information Point of the European Commission's Regional Representation in Wrocław

V.1. Date of conclusion of the contract

18.12.2012

V.2. Information about tenders

Number of tenders received: 3

V.3. Name and address of the contractor

Official name: Dolnośląska Agencja Rozwoju Regionalnego SA (DARR)

Postal address: ul. Szczawieńska 2

Town: Szczawno-Zdrój

Postal code: 58-310

Country: Poland

E-mail: darr@darr.pl

Telephone: +48 746480400

Fax: +48 746480417

Internet address: <http://www.darr.pl>

V.4. Information on value of the contract/lot

Initial estimated total value of the contract/lot:

Value: 300 000 EUR

excluding VAT

Total value of the procurement:

Value: 300 276 EUR

excluding VAT

If annual or monthly value:

Number of years: 5

V.5. Information about subcontracting

Section VI: Complementary information

VI.1. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:
no

VI.2. Additional information

The initial estimated value of the contract excluding VAT is between 200 000 EUR and 300 000 EUR for the period of 5 years.

VI.3. Procedures for review

VI.3.1. Review body

Official name: General Court
Postal address: rue du Fort Niedergrünewald
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://www.curia.europa.eu>

VI.3.2. Review procedure

Precise information on deadline(s) for review procedures: Within 2 months of the notification to the plaintiff, or, in absence thereof, of the day on which it came to the knowledge of the plaintiff. 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.3.3. Service from which information about the review procedure may be obtained

Official name: General Court
Postal address: rue du Fort Niedergrünewald
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://www.curia.europa.eu>

VI.4. Date of dispatch of this notice

8.3.2013