

Belgium-Brussels: Services Linked to the Operation of the Europe Direct Contact Centre

OJ S 44/2020 03/03/2020

Contract notice

Services

Legal Basis:

Regulation (EU, Euratom) No 2018/1046

Section I: Contracting authority

I.1. Name and addresses

Official name: European Commission, COMM — Communication, COMM.B.2 — Interinstitutional Relations, Corporate Contracts and EDCC

Postal address: Rue de la Loi 56 (L-56), Wetstraat 56

Town: Brussels

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

Postal code: B -1049

Country: Belgium

E-mail: COMM-TENDERS@ec.europa.eu

Internet address(es):

Main address: https://ec.europa.eu/info/departments/communication_en

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://etendering.ted.europa.eu/cft/cft-display.html?cftId=6066>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://etendering.ted.europa.eu/cft/cft-display.html?cftId=6066>

I.4. Type of the contracting authority

European institution/agency or international organisation

I.5. Main activity

General public services

Section II: Object

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

Services Linked to the Operation of the Europe Direct Contact Centre

Reference number: COMM/2020/OP/0015

II.1.2. Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

Delivery of contact centre services for general enquiries by citizens on the functioning and policies of the EU and necessary logistical arrangements.

II.1.5. Estimated total value

Value excluding VAT: 20 000 000,00 EUR

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

79512000 Call centre, 79000000 Business services: law, marketing, consulting, recruitment, printing and security, 79500000 Office-support services

II.2.3. Place of performance

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

Main site or place of performance: Rue de la Loi 56 (L-56), Wetstraat 56,B -1049 Brussels, BELGIUM.

II.2.4. Description of the procurement

Services linked to the operation of the Europe Direct Contact Centre.

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

Value excluding VAT: 20 000 000,00 EUR

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

Duration in months: 60

This contract is subject to renewal: no

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:
yes

Identification of the project: See Internet address provided in Section I.3.

II.2.14. Additional information

See internet address provided in Section I.3).

Section III: Legal, economic, financial and technical information

III.1. Conditions for participation

III.1.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions:

See internet address provided in Section I.3).

III.1.2. Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3. Technical and professional ability

Selection criteria as stated in the procurement documents

III.2. Conditions related to the contract

III.2.2. Contract performance conditions

See internet address provided in Section I.3).

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

Framework agreement with a single operator

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: 20/04/2020 Local time: 12:00

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

English, Bulgarian, Czech, Danish, German, Greek, Spanish, Estonian, Finnish, French, Irish, Croatian, Hungarian, Italian, Lithuanian, Latvian, Maltese, Dutch, Polish, Portuguese, Romanian, Slovak, Slovenian, Swedish

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

Duration in months: 9 (from the date stated for receipt of tender)

IV.2.7. Conditions for opening of tenders

Date: 21/04/2020 Local time: 10:00

Place:

Rue de la Loi 56 (L-56), Wetstraat 56,B -1049 Brussels, BELGIUM.

Information about authorised persons and opening procedure: See internet address provided in Section I.3).

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: yes

Estimated timing for further notices to be published:

After 36 months.

VI.2. Information about electronic workflows

Electronic ordering will be used
Electronic invoicing will be accepted
Electronic payment will be used

VI.3. Additional information

See internet address provided in Section I.3).

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: 2925
Country: Luxembourg
E-mail: GC.Registry@curia.europa.eu
Telephone: +352 4303-1
Internet address: <http://curia.europa.eu>

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:
See internet address provided in Section I.3).

VI.5. Date of dispatch of this notice

21/02/2020