

**Belgium-Brussels: Telephone-answering services**  
**OJ S 41/2023 27/02/2023**  
**Contract award notice – utilities**  
**Services**

**Legal Basis:**

Directive 2014/25/EU

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**Section I: Contracting entity**

**I.1. Name and addresses**

Official name: Vlaamse Maatschappij voor Watervoorziening cvba (De Watergroep)

National registration number: 0224.771.467\_16853

Postal address: Vooruitgangstraat 189

Town: Brussel

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

Postal code: 1030

Country: Belgium

E-mail: [strategische.aankoop@dewatergroep.be](mailto:strategische.aankoop@dewatergroep.be)

**Internet address(es):**

Main address: [www.dewatergroep.be](http://www.dewatergroep.be)

Address of the buyer profile: <https://enot.publicprocurement.be/enot-war/preViewNotice.do?noticeId=474038>

**I.6. Main activity**

Water

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**Section II: Object**

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

**II.1.1. Title**

Raamovereenkomst inhuring advisors voor Klantencontactcenter.

Reference number: VMW-20220023-F06\_0

**II.1.2. Main CPV code**

79510000 Telephone-answering services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Deze raamovereenkomst heeft betrekking op het inhuren van klantenadvisors die worden ingezet in het klantencontactcenter van De Watergroep. De advisors behandelen en verwerken alle eerstelijns inkomende contacten. Ze worden ingezet op locatie van De Watergroep en maken gebruik van de IT infrastructuur en software programma's van De Watergroep.

**II.1.6. Information about lots**

This contract is divided into lots: no

## **II.2. Description**

### **II.2.3. Place of performance**

NUTS code: BE Belgique / België

### **II.2.4. Description of the procurement**

Onderhavig bestek bevat de verdere toelichting bij raamovereenkomst voor het inhuren van klantenadvisors (voorlichters) die worden ingezet in het klantencontactcenter van De Watergroep. De voorlichters behandelen en verwerken alle eerstelijns inkomende contacten alsook de standaardovernameformulieren ingevolge verhuizingen van klanten. Ze worden ingezet op locatie van De Watergroep en maken gebruik van de IT infrastructuur en software programma's van De Watergroep.

### **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**

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### **IV.1. Description**

#### **IV.1.1. Type of procedure**

Negotiated procedure with prior call for competition

#### **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: [2022/S 048-125667](#)

#### **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 periodic indicative notice**

## **Section V: Award of contract**

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A contract/lot is awarded: yes

### **V.2. Award of contract**

#### **V.2.1. Date of conclusion of the contract**

20/10/2022

#### **V.2.3. Name and address of the contractor**

Official name: IPG Contact Solutions nv

Postal address: Woluwelaan 158  
Town: Diegem  
NUTS code: BE241 Arr. Halle-Vilvoorde  
Postal code: 1831  
Country: Belgium  
The contractor is an SME: no

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

**V.2.5. Information about subcontracting**

**V.2.6. Price paid for bargain purchases**

**Section VI: Complementary information**

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**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  
Telephone: +32 22349611

**VI.4.2. Body responsible for mediation procedures**

Official name: Raad van State  
Postal address: Wetenschapsstraat 33  
Town: Brussel  
Postal code: 1040  
Country: Belgium  
Telephone: +32 22349611

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

Official name: Raad van State  
Postal address: Wetenschapsstraat 33  
Town: Brussel  
Postal code: 1040  
Country: Belgium  
Telephone: +32 22349611

**VI.5. Date of dispatch of this notice**

22/02/2023