

Belgium-Brussels: Telephone Operators Call Centre (TOP III)

OJ S 53/2020 16/03/2020

Contract notice

Services

Legal Basis:

Regulation (EU, Euratom) No 2018/1046

Section I: Contracting authority

I.1. Name and addresses

Official name: European Commission, DIGIT — Informatics, DIGIT.A.3 — ICT Procurement and Contracts

Postal address: 15 07/P001, rue Montoyer 15

Town: Brussels

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

Postal code: B-1049

Country: Belgium

Contact person: DIGIT Contracts Info Centre

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

Internet address(es):

Main address: http://ec.europa.eu/info/departments/informatics_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=6078>

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=6078>

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

Telephone Operators Call Centre (TOP III)

Reference number: DIGIT/2020/OP/0001

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 of the European Commission.
See the internet address provided in section I.3).

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)

79511000 Telephone operator services, 79512000 Call centre

II.2.3. Place of performance

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

NUTS code: LU00 Luxembourg

Main site or place of performance: The services will be performed at the contractor's premises, in a range of maximum 30 km around contracting authority's premises in Brussels (Belgium) or Luxembourg (Luxembourg).

II.2.4. Description of the procurement

See the internet address provided in section I.3).

II.2.5. Award criteria

Criteria below

Price

II.2.6. Estimated value

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

Duration in months: 48

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: EU administrative appropriations.

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: yes

IV.2. Administrative information

IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2019/S 066-153243](#)

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

Date: 28/04/2020 Local time: 15:00

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: 30/04/2020 Local time: 10:30

Place:

15 07/P001, rue Montoyer 15, 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: no

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:

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 an action for annulment could be launched. Any request made and any reply from the contracting authority or any complaint for maladministration, will have neither the purpose nor the effect of suspending the time-limit for launching an action for annulment or to open a new period for launching an action for annulment. The body responsible for hearing annulment procedures is indicated in section VI.4.1).

VI.5. Date of dispatch of this notice

09/03/2020