

Belgium-Brussels: Call centre

OJ S 50/2023 10/03/2023

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Smals

National registration number: 0406.798.006_22478

Postal address: avenue Fonsny 20

Town: Bruxelles

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

Postal code: 1060

Country: Belgium

Contact person: C. Stoquart

E-mail: tenders@Smals.be

Telephone: +32 27875898

Internet address(es):

Main address: <http://www.smals.be>

Address of the buyer profile: <https://enot.publicprocurement.be/enot-war/preViewNotice.do?noticeId=461356>

I.2. Information about joint procurement

The contract is awarded by a central purchasing body

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=461356>

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=Smals-BB-001.007%2F2022-F02>

I.4. Type of the contracting authority

Other type: Smals est une association d'institutions publiques de sécurité sociale, du secteur des soins de santé et de services publics.

I.5. Main activity

Other activity: Smals a comme mission de soutenir et d'encadrer de façon proactive et durable les acteurs du secteur social, des soins de santé et de l'Etat dans leur gestion de l'information.

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

II.1.2. Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

L'objectif du présent marché de services est d'étendre à la demande la capacité des services internes lorsqu'ils sont surchargés, en ce qui concerne (mais pas seulement) le traitement des plaintes, le traitement des appels et des e-mails relatifs aux projets d'egov, sous la forme d'un centre de contact offrant divers services. Les membres de Smals peuvent également faire appel à cette extension de capacité.

II.1.5. Estimated total value

Value excluding VAT: 25 000 000,00 EUR

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.3. Place of performance

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

Main site or place of performance: Agglomération bruxelloise

II.2.4. Description of the procurement

L'objectif du présent marché de services est d'étendre à la demande la capacité des services internes lorsqu'ils sont surchargés, en ce qui concerne (mais pas seulement) le traitement des plaintes, le traitement des appels et des e-mails relatifs aux projets d'egov, sous la forme d'un centre de contact offrant divers services. Les membres de Smals peuvent également faire appel à cette extension de capacité.

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: 25 000 000,00 EUR

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: no

II.2.14. Additional information

Section III: Legal, economic, financial and technical information

III.1. Conditions for participation

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

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

Date: 22/05/2023 Local time: 14:00

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

French, Dutch

IV.2.7. Conditions for opening of tenders

Date: 22/05/2023 Local time: 14:00

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information

Le DUME (Document Unique de Marché Européen - espd-request.ZIP) peut être téléchargé dans la rubrique "Documents" du présent avis de marché sur e-Notification (<https://enot.publicprocurement.be>). Le document sera complété par le soumissionnaire et introduit via la plateforme e-Tendering.

VI.4. Procedures for review

VI.4.1.

Review body

Official name: Tribunal de première instance de Bruxelles

Postal address: Rue des Quatres Bras 13

Town: Bruxelles

Postal code: 1000

Country: Belgium

Internet address: <http://www.cass.be/premiere-instance/bruxelles>

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

Official name: Smals asbl

Postal address: avenue Fonsny 20

Town: Bruxelles

Postal code: 1060

Country: Belgium

E-mail: tenders@Smals.be

VI.5. Date of dispatch of this notice

06/03/2023