

Netherlands-Amsterdam: Reception and Switchboard Management and Hosting Services
OJ S 52/2024 13/03/2024
Contract award notice
Services

Legal Basis:

Regulation (EU, Euratom) No 2018/1046

Section I: Contracting authority

I.1. Name and addresses

Official name: European Medicines Agency (EMA)

Postal address: Domenico Scarlattilaan 6

Town: Amsterdam

NUTS code: NL329 Groot-Amsterdam

Postal code: 1083 HS

Country: Netherlands

E-mail: procurement@ema.europa.eu

Internet address(es):

Main address: <https://www.ema.europa.eu>

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

Reception and Switchboard Management and Hosting Services

Reference number: EMA/2023/OP/0019

II.1.2. Main CPV code

79992000 Reception services

II.1.3. Type of contract

Services

II.1.4. Short description

EMA wishes to conclude a framework contract for a maximum duration of 4 years with one contractor to provide the following services at the EMA premises: front-office reception, switchboard services; back-office reception services; hosting services.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 3 600 000,00 EUR

II.2. Description

II.2.2. Additional CPV code(s)

79992000 Reception services, 64214200 Telephone switchboard services

II.2.3. Place of performance

NUTS code: NL329 Groot-Amsterdam

Main site or place of performance: Domenico Scarlattilaan 6, 1083 HS Amsterdam, NETHERLANDS.

II.2.4. Description of the procurement

Reception and switchboard management and hosting services.

II.2.5. Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

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: Please consult the procurement documents available at
<https://etendering.ted.europa.eu/cft/cft-display.html?cftId=15671>

II.2.14. Additional information

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

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.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2023/S 209-660032](#)

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 prior information notice

Section V: Award of contract

Contract No: EMA/2023/OP/0019

Title:

Reception and Switchboard Management and Hosting Services

A contract/lot is awarded: yes

V.2. Award of contract**V.2.1. Date of conclusion of the contract**

01/03/2024

V.2.2. Information about tenders

Number of tenders received: 2

The contract has been awarded to a group of economic operators: no

V.2.3. Name and address of the contractor

Official name: Spirit Hostess Services Promo Adviezen B.V.

Town: Schiphol

NUTS code: NL329 Groot-Amsterdam

Country: Netherlands

The contractor is an SME: no

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

Initial estimated total value of the contract/lot: 3 600 000,00 EUR

Total value of the contract/lot: 3 600 000,00 EUR

V.2.5. Information about subcontracting**Section VI: Complementary information**

VI.3. Additional information**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: L-2925

Country: Luxembourg

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.1).

VI.5. Date of dispatch of this notice

06/03/2024