

Belgium-Zwijnaarde: Market and economic research; polling and statistics

OJ S 97/2019 21/05/2019

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Bond Moyson Oost-Vlaanderen

National registration number: 0411.716.696_29501

Postal address: Tramstraat 69

Town: Zwijnaarde

NUTS code: BE234 Arr. Gent

Postal code: 9052

Country: Belgium

Contact person: Jonas Van Hecke

E-mail: jonas.vanhecke@bondmoyson.be**Internet address(es):**Main address: <http://www.bondmoyson.be>Address of the buyer profile: <https://enot.publicprocurement.be/enot-war/preViewNotice.do?noticeId=342051>**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=342051>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: [https://eten.](https://eten.publicprocurement.be/etendering/viewWorkspacesBasedOnExtUrl.do?wsName=Bond+Moyson+Oost-Vlaanderen-1191-2019%2F002-F02)[publicprocurement.be/etendering/viewWorkspacesBasedOnExtUrl.do?](https://eten.publicprocurement.be/etendering/viewWorkspacesBasedOnExtUrl.do?wsName=Bond+Moyson+Oost-Vlaanderen-1191-2019%2F002-F02)[wsName=Bond+Moyson+Oost-Vlaanderen-1191-2019%2F002-F02](https://eten.publicprocurement.be/etendering/viewWorkspacesBasedOnExtUrl.do?wsName=Bond+Moyson+Oost-Vlaanderen-1191-2019%2F002-F02)**I.4. Type of the contracting authority**

Other type: Ziekenfonds

I.5. Main activity

Health

Section II: Object

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

Raamovereenkomst Call Center

Reference number: Bond Moyson Oost-Vlaanderen-1191-2019/002-F02_0

II.1.2. Main CPV code

79300000 Market and economic research; polling and statistics

II.1.3.

Type of contract

Services

II.1.4. Short description

De aanbestedende overheid zoekt een callcenter dat afspraken (huisbezoeken) per week kan inboeken in een online agenda. Op basis van deze afspraken zullen medewerkers (hierna: wervers) van de aanbestedende overheid gezinnen proberen overtuigen om lid te worden.

II.1.5. Estimated total value

II.1.6. Information about lots

This contract is divided into lots: yes
Tenders may be submitted for all lots

II.2. Description

II.2.1. Title

Doelgroep huwen en samenwonen, recent gemengde gezinnen, ad hoc commerciële acties
Lot No: 1

II.2.2. Additional CPV code(s)

79300000 Market and economic research; polling and statistics

II.2.3. Place of performance

NUTS code: BE23 Prov. Oost-Vlaanderen

II.2.4. Description of the procurement

Dit perceel beoogt het vastleggen van huisbezoeken door middel van teleprospectie voor de specifieke doelgroepen huwen en samenwonen en recent gemengde gezinnen. Daarnaast kunnen binnen dit perceel ook andere ad hoc commerciële acties toegevoegd worden. Binnen dit perceel verwachten we 15 afspraken per week.

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

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

Start: 01/07/2019

This contract is subject to renewal: yes

Description of renewals:

De overeenkomst kan 7 keer verlengd worden voor steeds 6 maanden. Indien de aanbestedende overheid beslist de raamovereenkomst niet te verlengen zal zij de opdrachtnemer daarvan per aangetekende zending op de hoogte stellen.

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

II.2. Description

II.2.1. Title

Winback, doelgroep geboorte, ad hoc commerciële acties
Lot No: 2

II.2.2. Additional CPV code(s)

79300000 Market and economic research; polling and statistics

II.2.3. Place of performance

NUTS code: BE23 Prov. Oost-Vlaanderen

II.2.4. Description of the procurement

Dit perceel beoogt het vastleggen van huisbezoeken door middel van teleprospectie voor de specifieke doelgroepen winback en geboorte. Daarnaast kunnen binnen dit perceel ook andere ad hoc commerciële acties toegevoegd worden. Binnen dit perceel verwachten we 10 afspraken per week.

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

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

Duration in months: 6

This contract is subject to renewal: yes

Description of renewals:

De overeenkomst kan 7 keer verlengd worden voor steeds 6 maanden. Indien de aanbestedende overheid beslist de raamovereenkomst niet te verlengen zal zij de opdrachtnemer daarvan per aangetekende zending op de hoogte stellen.

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: no

IV.2. Administrative information

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

Date: 24/06/2019 Local time: 09:00

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

Dutch

IV.2.7. Conditions for opening of tenders

Date: 24/06/2019 Local time: 09:00

Place:

De opening van de offertes vind plaats via het platform van e-tendering.

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: yes

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Rechtbank van eerste aanleg

Town: Gent

Postal code: 9000

Country: Belgium

VI.4.2. Body responsible for mediation procedures

Official name: Bond Moyson Oost-Vlaanderen

Postal address: Tramstraat 69

Town: Zwijnaarde

Postal code: 9052

Country: Belgium

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

Official name: Bond Moyson Oost-Vlaanderen

Postal address: Tramstraat 69
Town: Zwijnaarde
Postal code: 9052
Country: Belgium
E-mail: jonas.vanhecke@bondmoyson.be

VI.5. Date of dispatch of this notice

20/05/2019