

Belgium-Brussels: DIGIT/R3/PO/2015/013 TOP2 Telephone operators call centre
OJ S 138/2015 21/07/2015
Contract notice
Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: European Commission, Directorate-General for Informatics, Resources Management and Optimisation Directorate, ICT Procurement and Contract Management Unit
Postal address: rue Belliard 28, Office: 07/142
Town: Brussels
Postal code: 1049
Country: Belgium
For the attention of: Mr Martin Bilbao, Head of Unit
E-mail: digit-contracts-info-centre@ec.europa.eu
Telephone: +32 22960762
Fax: +32 22957702

Internet address(es):

General address of the contracting authority: http://ec.europa.eu/dgs/informatics/procurement/calls_running/index_en.htm

Electronic access to information: <https://etendering.ted.europa.eu/cft/cft-display.html?cftId=973>

Additional information can be obtained from:

the abovementioned address

Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:

the abovementioned address

Tenders or requests to participate must be submitted: the abovementioned address

I.2. Type of the contracting authority

European institution/agency or international organisation

I.3. Main activity

Other: Information technologies.

I.4. Contract award on behalf of other contracting authorities

The contracting authority is purchasing on behalf of other contracting authorities: no

Section II: Object of the contract

II.1. Description

II.1.1. Title attributed to the contract by the contracting authority

DIGIT/R3/PO/2015/013 TOP2 Telephone operators call centre.

II.1.2. Type of contract and place of performance or delivery

Services

Service category No 5: Telecommunications services

Main site or place of performance: Brussels, with a possibility of off-site service delivery should the EC building policy change over the course of the contract.

NUTS code

II.1.3. Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

II.1.4. Information about framework agreement

Framework agreement with a single operator

Duration of the framework agreement

Duration in years: 2

II.1.5. Short description of the contract or purchase(s)

Provision of services for the call centre (Infotel) of the European Commission.

II.1.6. CPV code(s)

64214200 Telephone switchboard services, 64216210 Value-added information services, 64216120 Electronic mail services

II.1.7. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: yes

II.1.8. Lots

This contract is divided into lots: no

II.1.9. Information about variants

Variants will be accepted: no

II.2. Scope of the procurement

II.2.1. Total quantity or scope

II.2.2. Information about options

Options: no

II.2.3. Information about renewals

This contract is subject to renewal: yes

Number of possible renewals: 2

In the case of renewable supplies or service contracts, estimated timeframe for subsequent contracts:

in months: 12 (from the award of the contract)

II.3. Duration of the contract or time limit for completion

Section III: Legal, economic, financial and technical information

III.1. Conditions related to the contract

III.1.1. Deposits and guarantees required

III.1.2. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them

III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded

III.1.4. Contract performance conditions

The performance of the contract is subject to particular conditions: yes

Description of particular conditions: See tendering specifications.

III.2. Conditions for participation

III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions: See tendering specifications.

III.2.2. Economic and financial ability

List and brief description of conditions: See tendering specifications.

III.2.3. Technical and professional ability

List and brief description of conditions:

See tendering specifications.

III.2.4. Information about reserved contracts

III.3. Conditions specific to services contracts

III.3.1. Information about a particular profession

Execution of the service is reserved to a particular profession: no

III.3.2. Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract: yes

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Open

IV.1.2. Information about the limits on the number of candidates to be invited

IV.1.3. Information about reduction of the number of solutions or tenders during negotiation or dialogue

IV.2. Award criteria

IV.2.1. Award criteria

Lowest price

IV.2.2. Information about electronic auction

An electronic auction will be used: no

IV.3. Administrative information

IV.3.1. File reference number attributed by the contracting authority

'DIGIT/R3/PO/2015/013 TOP2 Telephone Operators Call Centre'.

IV.3.2. Previous publication concerning this procedure

Prior information notice

Notice number in the OJ S: [2015/S 63-109959](#) of 31.3.2015

IV.3.3. Conditions for obtaining specifications and additional documents or descriptive document

IV.3.4. Time limit for receipt of tenders or requests to participate
4.9.2015

IV.3.5. Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.3.6. Languages in which tenders or requests to participate may be submitted
Any EU official language

IV.3.7. Minimum time frame during which the tenderer must maintain the tender
Duration in months: 9 (from the date stated for receipt of tender)

IV.3.8. Conditions for opening of tenders

Date: 9.9.2015 - 10:00

Place:

rue Belliard 28, 1049 Brussels, BELGIUM.

Persons authorised to be present at the opening of tenders: yes

Information about authorised persons and opening procedure: For security and organisational reasons, a maximum of 1 representative per tenderer may attend the opening session.

Interested tenderers should notify the name of such representative by e-mail to Directorate-General for Informatics (e-mail address: digit-contracts-info-centre@ec.europa.eu) no later than 2 working days before the opening session. Failing to do so, the Directorate-General for Informatics reserves the right to refuse admission.

Section VI: Complementary information

VI.1. Information about recurrence

VI.2. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:
no

VI.3. Additional information

The tendering specifications and additional documents (including questions and answers) will be made available at the following website address:

<https://etendering.ted.europa.eu/cft/cft-display.html?cftId=973>

If they wish so, interested parties may register via the website. This will allow them to be informed from the e-tendering system when an update with regard to the present call for tenders is made available.

Non-registered parties are invited to consult the website regularly. The Commission will not be liable if tenderers do not take notice of the additional information published on the website with regard to the present call for tenders.

No paper copy will be issued. The Directorate-General for Informatics was certified 'EMAS' in 2008 and therefore adopts environmentally friendly behaviour. EMAS is the eco-management and audit scheme, the EU voluntary instrument used by organisations to improve their environmental performance.

VI.4. Procedures for review

VI.4.1. Review body

Official name: General Court
Postal address: rue du Fort Niedergrünewald
Town: Luxembourg
Postal code: 2925
Country: Luxembourg
E-mail: generalcourt.registry@curia.europa.eu
Telephone: +352 4303-1
Fax: +352 4303-2100
Internet address: <http://curia.europa.eu>

VI.4.2. Review procedure

Precise information on deadline(s) for review procedures: Within 2 months of the notification to the plaintiff or, in the absence thereof, of the day on which it came to the knowledge. A complaint to the European Ombudsman does not have as an effect either to suspend this period or to open a new period for lodging appeals.

VI.4.3. Service from which information about the review procedure may be obtained

Official name: European Commission, Directorate-General for Informatics, Resources Management and Optimisation Directorate, ICT Procurement and Contract Management Unit
Postal address: Office 07/142, rue Belliard 28
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Internet address: http://ec.europa.eu/dgs/informatics/procurement/index_en.htm

VI.5. Date of dispatch of this notice

8.7.2015