

Belgium-Liège: Call centre
OJ S 152/2016 09/08/2016
Contract notice
Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Omnimut mutualité libre de Wallonie
Postal address: Rue Natalis 47 B
Town: Liège
Postal code: 4020
Country: Belgium
For the attention of: Monsieur Jérôme Seghers
E-mail: jerome.seghers@omnimut.be
Telephone: +32 43448372

Internet address(es):

General address of the contracting authority: www.omnimut.be
Address of the buyer profile: <https://enot.publicprocurement.be/enot-war/preViewNotice.do?noticeId=244137>

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: Official name: Omnimut mutualité libre de Wallonie

Postal address: Rue Natalis 47 B
Town: Liège
Postal code: 4020
Country: Belgium
Contact person: Madame Geneviève Dardenne
E-mail: genevieve.dardenne@omnimut.be
Telephone: +32 43448699

I.2. Type of the contracting authority

Other: Mutualité

I.3. Main activity

Health

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

Appel à candidatures — services de contact center pour traitement des appels entrants et sortants de la mutualité Omnimut.

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

Services

Service category No 7: Computer and related services

Main site or place of performance: Rue Natalis 47 B — 4020 Liège.

NUTS code BE332 Arr. Liège

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

The notice involves a public contract

II.1.4. Information about framework agreement

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

Marché de services pour des services de traitement d'appels entrants et sortants relatifs à la gestion clientèle par téléphone pour la mutualité Omnimut.

II.1.6. CPV code(s)

79512000 Call centre

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

The procurement is covered by the Government Procurement Agreement: no

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: no

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

Duration in months: 48 (from the award of the contract)

Section III: Legal, economic, financial and technical information

III.1. Conditions related to the contract

III.1.1. Deposits and guarantees required

Voir cahier spécial des charges.

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

Voir cahier spécial des charges.

III.1.3.

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

Voir document explicatif à demander au point de contact.

III.1.4. Contract performance conditions

The performance of the contract is subject to particular conditions: no

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: Voir document explicatif à demander au point de contact.

III.2.2. Economic and financial ability

List and brief description of conditions: Voir document explicatif à demander au point de contact.

Minimum level(s) of standards possibly required: Voir document explicatif à demander au point de contact.

III.2.3. Technical and professional ability

List and brief description of conditions:

Voir document explicatif à demander au point de contact.

Minimum level(s) of standards possibly required:

Voir document explicatif à demander au point de contact.

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: no

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Negotiated

Some candidates have already been selected (if appropriate under certain types of negotiated procedures) no

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

Envisaged minimum number 3: and Maximum number 6

Objective criteria for choosing the limited number of candidates: Voir document explicatif à demander au point de contact.

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

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated yes

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of Price is not the only award criterion and all criteria are stated only in the procurement documents

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

OMNIMUT-2016-A11-F02_0

IV.3.2. Previous publication concerning this procedure

no

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

Time limit for receipt of requests for documents or for accessing documents: 29.8.2016 - 16:00
Payable documents: no

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

15.9.2016 - 10:00

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

French.

IV.3.7. Minimum time frame during which the tenderer must maintain the tender

IV.3.8. Conditions for opening of tenders

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

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

VI.4. Procedures for review

VI.4.1. Review body

Official name: Tribunal de première instance de Liège (section civile)

Postal address: Palais de Justice — annexe Nord — Rue de Bruxelles 2/0003

Town: Liège
Postal code: 4000
Country: Belgium

VI.4.2. Review procedure

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

Official name: Greffe du tribunal de première instance de Liège
Postal address: Palais de Justice — annexe Nord — Rue de Bruxelles 2/0003
Town: Liège
Postal code: 4000
Country: Belgium

VI.5. Date of dispatch of this notice

4.8.2016