

Belgium-Uccle: Call centre
OJ S 126/2021 02/07/2021
Contract notice
Services

Legal Basis:
Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Institut bruxellois francophone pour la formation professionnelle
National registration number: 0252.168.920_29808
Postal address: Rue de Stalle 67
Town: Uccle
NUTS code: BE100 Arr. de Bruxelles-Capitale/Arr. Brussel-Hoofdstad
Postal code: 1180
Country: Belgium
Contact person: Adeline Lumumba
E-mail: servicejuridique@bruxellesformation.brussels
Telephone: +32 23717419
Internet address(es):
Main address: www.bruxellesformation.brussels
Address of the buyer profile: <https://enot.publicprocurement.be/enot-war/preViewNotice.do?noticeId=415614>

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=415614>
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=Bruxelles+Formation-BF%2FCOM%2F21%2F008-F02>
Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at: <https://enot.publicprocurement.be/enot-war/displayForum.do?forumId=37349>

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

Education

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Marché de services de call center pour Bruxelles Formation
Reference number: Bruxelles Formation-BF/COM/21/008-F02_0

II.1.2. Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

Le présent marché a pour objet principal des services de call center afin d'assurer la gestion des appels de Bruxelles Formation.

Dans le cadre de ce marché, Bruxelles Formation souhaite renforcer la cohésion sociale et a inséré dans les conditions d'exécution une clause relative à l'intégration socioprofessionnelle. Les appels visés sont principalement des appels entrants de chercheurs d'emploi à la recherche d'une information sur les formations de Bruxelles Formation, ou de manière très minoritaire, d'employeurs à la recherche d'une information sur les stages et formations en entreprise. Bruxelles Formation se réserve le droit d'élargir les services demandés au call center au-delà de ces appels (exemples: appels entrants de chercheurs d'emploi pour les formations des partenaires conventionnés avec Bruxelles Formation, appels sortants pour une action spécifique et à destination d'un public spécifique).

II.1.5. Estimated total value

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.3. Place of performance

NUTS code: BE Belgique / België

II.2.4. Description of the procurement

Cf. descriptif technique du cahier spécial des charges.

II.2.5. Award criteria

Criteria below

Quality criterion - Name: La qualité du service / Weighting: 60

Quality criterion - Name: Délais / Weighting: 15

Price - Weighting: 25

II.2.6. Estimated value

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

Maximum deux attributaires, dont un principal et un suppléant.

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

III.2. Conditions related to the contract

III.2.2. Contract performance conditions

Clause sociale.

III.2.3. 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

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 several operators
Envisaged maximum number of participants to the framework agreement: 2

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: 03/08/2021 Local time: 11:00

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

IV.2.7. Conditions for opening of tenders

Date: 03/08/2021 Local time: 11:00

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: Conseil d'État

Postal address: Rue de la Science 33

Town: Bruxelles

Postal code: 1040

Country: Belgium

Internet address: <http://www.raadvst-consetat.be/?lang=fr>

VI.5. Date of dispatch of this notice

28/06/2021