

Estonia-Tallinn: Call centre
OJ S 119/2022 22/06/2022
Contract notice – utilities
Services

Legal Basis:

Directive 2014/25/EU

Section I: Contracting entity

I.1. Name and addresses

Official name: Eesti Energia AS
National registration number: 10421629
Postal address: Lelle tn 22
Town: Tallinn
NUTS code: EE Eesti
Postal code: 11318
Country: Estonia
Contact person: LAURA MÄRSS
E-mail: hanked@energia.ee
Telephone: +372 55665940
Internet address(es):
Main address: <http://www.energia.ee>

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://riigihanked.riik.ee/rhr-web/#/procurement/4589540/general-info>
Additional information can be obtained from the abovementioned address
Tenders or requests to participate must be submitted electronically via: <https://riigihanked.riik.ee/rhr-web/#/procurement/4589540/tenders>
Tenders or requests to participate must be submitted to the abovementioned address

I.6. Main activity

Electricity

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Kontaktikeskuse teenus
Reference number: 250916

II.1.2. Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

Leida partner, kes pakub Eesti Energia (EE) kontserni ettevõtete klientidel suhtlemise võimalust klienditeenindusega nende eelistatud kanalis, nagu telefon, e-post, vestlusrakendus (chat), sotsiaalne vestlusrakendus (social chat ehk vestlusrakendus globaalsel sotsiaalsel platvormil), mobiili rakendus (app), ühisbrausimine (co-browser) jne.

II.1.5. Estimated total value

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

79512000 Call centre

II.2.3. Place of performance

NUTS code: EE Eesti

II.2.4. Description of the procurement

Leida partner, kes pakub Eesti Energia (EE) kontserni ettevõtete klientidel suhtlemise võimalust klienditeenindusega nende eelistatud kanalis, nagu telefon, e-post, vestlusrakendus (chat), sotsiaalne vestlusrakendus (social chat ehk vestlusrakendus globaalsel sotsiaalsel platvormil), mobiili rakendus (app), ühisbrausimine (co-browser) jne.

II.2.5. Award criteria

Criteria below

Quality criterion - Name: Kasutatavus/tuleviku arendused/integratsioonid / Weighting: 60.0

Price - Weighting: 40.0

II.2.6. Estimated value

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

Duration in months: 96

This contract is subject to renewal: yes

Description of renewals:

Leping on kehtiv 48 kuud . Tellijal on õigus lepingut ühepoolselt pikendada kuni 4 (nelja) aasta võrra teavitades sellest täitjat 1 kuu ette. Pikendada võib ka 1 a kaupa.

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.1.1.

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

List and brief description of conditions:

Vaata hankepassist <https://riigihanked.riik.ee/rhr-web/#/procurement/4589540/procurement-passport> või alusdokumendist <https://riigihanked.riik.ee/rhr-web/#/procurement/4589540/documents?group=B>

III.1.2. Economic and financial standing

List and brief description of selection criteria:

Vaata hankepassist <https://riigihanked.riik.ee/rhr-web/#/procurement/4589540/procurement-passport> või alusdokumendist <https://riigihanked.riik.ee/rhr-web/#/procurement/4589540/documents?group=B>

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: 24/07/2024 Local time: 12:00

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

Estonian, English

IV.2.6. Minimum time frame during which the tenderer must maintain the tender

Duration in months: 3 (from the date stated for receipt of tender)

IV.2.7. Conditions for opening of tenders

Date: 24/07/2024 Local time: 13:00

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about electronic workflows

Electronic invoicing will be accepted

Electronic payment will be used

VI.3. Additional information

Riigihange ei ole ühe menetluse raames osadeks jaotatud, sest raamlepingu esemeks on funktsionaalselt koos toimivad ja sama eesmärgi saavutamiseks vajalikud teenused.

VI.4. Procedures for review

VI.4.1. Review body

Official name: Riigihangete vaidlustuskomisjon

Postal address: Endla 13/Lökke 5

Town: Tallinn

Postal code: 10122

Country: Estonia

E-mail: vako@fin.ee

Telephone: +372 6113713

Internet address: <http://www.fin.ee/riigihangete-poliitika>

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

Official name: Riigihangete vaidlustuskomisjon

Postal address: Endla 13/Lökke 5

Town: Tallinn

Postal code: 10122

Country: Estonia

E-mail: vako@fin.ee

Telephone: +372 6113713

Internet address: <http://www.fin.ee/riigihangete-poliitika>

VI.5. Date of dispatch of this notice

17/06/2022