

**Belgium-Brussels: Call centre**  
**OJ S 183/2017 23/09/2017**  
**Contract notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Direction générale centre de Crise

Postal address: Rue Ducale 53

Town: Bruxelles

NUTS code: BE100 Arr. de Bruxelles-Capitale/Arr. Brussel-Hoofdstad

Postal code: 1000

Country: Belgium

E-mail: [antoine.iseux@ibz.fgov.be](mailto:antoine.iseux@ibz.fgov.be)

**Internet address(es):**

Main address: <http://www.crisiscenter.be>

Address of the buyer profile: <https://enot.publicprocurement.be/enot-war/preViewNotice.do?noticeId=285807>

**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=285807>

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=ADCC-V%2F3%2FContactcenter-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=16768>

**I.4. Type of the contracting authority**

Ministry or any other national or federal authority, including their regional or local subdivisions

**I.5. Main activity**

Public order and safety

**Section II: Object**

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

Contact Center en cas de situations d'urgence.

Reference number: ADCC-V/3/Contactcenter-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 porte sur un contact center à destination de la population en cas de situations d'urgence.

Le SPF Intérieur met en œuvre une infrastructure de contact center centralisée pour tout le pays. Les autorités fédérales, provinciales et communales peuvent, si elles l'estiment nécessaire, faire appel à cette infrastructure pour des situations d'urgences gérées à leur niveau.

Cette infrastructure, en veille, hors-crise, doit pouvoir être activée rapidement, faire face à un nombre important d'appels et apporter de manière adéquate une information détaillée et correcte (validée par les autorités) à un citoyen confronté à une situation d'urgence. Ceci suppose une organisation et une préparation poussée au niveau matériel, au niveau du personnel et au niveau du flux d'information.

### **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**

Mise en veille (stand-by) du contact center  
Lot No: 1

### **II.2.2. Additional CPV code(s)**

79512000 Call centre

### **II.2.3. Place of performance**

NUTS code: BE Belgique / België

### **II.2.4. Description of the procurement**

1. Le poste 1 comprend la mise en veille (stand-by) du contact center (dont l'opérationnalisation, la formation, la participation à des exercices).

### **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: 01/01/2018 End: 31/12/2021  
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**

#### **II.2. Description**

##### **II.2.1. Title**

Activations du contact center  
Lot No: 2

##### **II.2.2. Additional CPV code(s)**

79512000 Call centre

##### **II.2.3. Place of performance**

NUTS code: BE Belgique / België

##### **II.2.4. Description of the procurement**

2. Le poste 2 comprend les coûts liés aux éventuelles activations du contact center.

##### **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: 01/01/2018 End: 31/12/2021  
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**

Le lot 1 est une tranche ferme, le lot 2 est une tranche conditionnelle. Le soumissionnaire doit souscrire aux 2 postes. L'ensemble est réuni en un seul document appelé « offre ».

## **Section III: Legal, economic, financial and technical information**

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### **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

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### IV.1. Description

#### IV.1.1. Type of procedure

Open procedure

#### IV.1.3. Information about a framework agreement or a dynamic purchasing system

#### IV.1.8. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: yes

### IV.2. Administrative information

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

Date: 20/10/2017 Local time: 15:00

#### 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, Dutch

#### 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: 20/10/2017 Local time: 15:15

## Section VI: Complementary information

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### VI.1. Information about recurrence

This is a recurrent procurement: no

### 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

E-mail: [info@raadvst-consetat.be](mailto:info@raadvst-consetat.be)

Internet address: <http://www.raadvst-consetat.be/>

### VI.5. Date of dispatch of this notice

20/09/2017