

Belgium-Ghent: Telephone operator services

OJ S 143/2021 27/07/2021

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Partena Onafhankelijk Ziekenfonds Vlaanderen VzW

National registration number: 0411.696.011_503722

Postal address: Sluisweg 2 bus 1

Town: Gent

NUTS code: BE234 Arr. Gent

Postal code: 9000

Country: Belgium

E-mail: ina.derijcke@partena-ziekenfonds.be

Telephone: +32 479709449

Internet address(es):

Main address: www.partena-partners.be

Address of the buyer profile: <https://enot.publicprocurement.be/enot-war/preViewNotice.do?noticeId=418187>

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=418187>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: [https://eten.](https://eten.publicprocurement.be/etendering/viewWorkspacesBasedOnExtUrl.do?wsName=Partena+OZV-20210722-F02)

[publicprocurement.be/etendering/viewWorkspacesBasedOnExtUrl.do?wsName=Partena+OZV-20210722-F02](https://eten.publicprocurement.be/etendering/viewWorkspacesBasedOnExtUrl.do?wsName=Partena+OZV-20210722-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=37997>

I.4. Type of the contracting authority

Other type: Ziekenfonds

I.5. Main activity

Other activity: Ziekenfonds

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

“Tijdelijk en flexibel ondersteunen van het servicecenter Partena-OZ

Reference number: Partena OZV-20210722-F02_0

II.1.2. Main CPV code

79511000 Telephone operator services

II.1.3. Type of contract

Services

II.1.4. Short description

De AO zoekt een een tijdelijke versterking van het service contact center in het kader van de fusie.

Daarvoor zoekt de dienstverlener een team van 15 fulltime tijdelijke contact center medewerkers en een teamleader die ter beschikking zijn kan vanaf 2.11.2021 in de hoofdzetel van de OA te Gent.

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: BE2 Vlaams Gewest

NUTS code: BE234 Arr. Gent

II.2.4. Description of the procurement

De AO zoekt een een tijdelijke versterking van het service contact center in het kader van de fusie.

Daarvoor zoekt de dienstverlener een team van 15 fulltime tijdelijke contact center medewerkers en een teamleader die ter beschikking zijn kan vanaf 2.11.2021 in de hoofdzetel van de OA te Gent.

II.2.5. Award criteria

Criteria below

Quality criterion - Name: kwaliteit / Weighting: 35

Quality criterion - Name: flexibiliteit / Weighting: 30

Price - Weighting: 35

II.2.6. Estimated value

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

Start: 02/11/2021 End: 31/03/2022

This contract is subject to renewal: yes

Description of renewals:

Drie maal een maand.

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.1.2. Economic and financial standing

List and brief description of selection criteria:

Omzet laatste drie boekjaren 2020-2019-2018.

Minimum level(s) of standards possibly required:

500 000.

III.1.3. Technical and professional ability

List and brief description of selection criteria:

Personeelsbezetting

Tweetaligheid

Referenties

Minimum level(s) of standards possibly required:

50

NL en FR

1 in de publieke, semi-publieke en/of social profit sector De referenties moeten minstens een periode van vier maand dekken en maximaal drie jaar oud zijn.

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

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: 23/08/2021 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

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: 23/08/2021 Local time: 12:00

Section VI: Complementary information

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: Rechtbank van eerste aanleg Gent

Town: Gent

Postal code: 9000

Country: Belgium

VI.4.2. Body responsible for mediation procedures

Official name: Rechtbank van eerste aanleg Gent

Town: Gent

Postal code: 9000

Country: Belgium

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

Official name: Rechtbank van eerste aanleg Gent

Town: Gent

Postal code: 9000

Country: Belgium

VI.5. Date of dispatch of this notice

22/07/2021