

Belgium-Brussels: Telecommunications services
OJ S 186/2017 28/09/2017
Contract notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Vlaamse Dienst voor Arbeidsbemiddeling en Beroepsopleiding — Extern
Verzelfstandigd Agentschap

Postal address: Keizerslaan 11

Town: Brussel

NUTS code: BE2 Vlaams Gewest

Postal code: 1000

Country: Belgium

E-mail: frank.sterckx@vdab.be

Telephone: +32 25061685

Fax: +32 25061500

Internet address(es):

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

Address of the buyer profile: <https://enot.publicprocurement.be/enot-war/preViewNotice.do?noticeId=286274>

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=286274>

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=VDAB+-+Afdeling+Facility-2017%2F10596-F02>

I.4. Type of the contracting authority

Other type: EVA

I.5. Main activity

Other activity: arbeidsbemiddeling en beroepsopleiding

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Contact Center Solution VDAB.

Reference number: VDAB - Afdeling Facility-2017/10596-F02_0

II.1.2. Main CPV code

64200000 Telecommunications services

II.1.3. Type of contract

Services

II.1.4. Short description

De opdracht behelst 6 percelen welke allen betrekking hebben op moderne digitale dienstverlening. Concreet gaat het om het opzetten van performante en betrouwbare toepassingen en het bieden van de technische ondersteuning voor het operationeel houden van de toepassingen.

II.1.5. Estimated total value

II.1.6. Information about lots

This contract is divided into lots: yes

Tenders may be submitted for maximum number of lots: 6

II.2. Description

II.2.1. Title

Contact Center Oplossing (SIP skill-based routing, IVR, telefonie, mail, fax, traffic management en reporting, agent tool, 24/7 support)

Lot No: 1

II.2.2. Additional CPV code(s)

72000000 IT services: consulting, software development, Internet and support

II.2.3. Place of performance

NUTS code: BE2 Vlaams Gewest

II.2.4. Description of the procurement

Zie opdrachtdocument.

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

Duration in months: 48

This contract is subject to renewal: yes

Description of renewals:

Deze opdracht zal worden gegund voor een periode van 4 jaar, eventueel maximaal 2 maal verlengbaar met 1 jaar tot het einde van de maximum looptijd van 6 jaar.

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

Zie opdrachtdocument.

II.2. Description

II.2.1. Title

Spraakherkenning (als alternatief op TTS IVR, selfservice)

Lot No: 2

II.2.2. Additional CPV code(s)

72000000 IT services: consulting, software development, Internet and support

II.2.3. Place of performance

NUTS code: BE2 Vlaams Gewest

II.2.4. Description of the procurement

Zie opdrachtdocument.

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

Duration in months: 48

This contract is subject to renewal: yes

Description of renewals:

Deze opdracht zal worden gegund voor een periode van 4 jaar, eventueel maximaal 2 maal verlengbaar met 1 jaar tot het einde van de maximum looptijd van 6 jaar.

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

Zie opdrachtdocument.

II.2. Description

II.2.1. Title

Chat- en Co-browse

Lot No: 3

II.2.2. Additional CPV code(s)

72000000 IT services: consulting, software development, Internet and support

II.2.3. Place of performance

NUTS code: BE2 Vlaams Gewest

II.2.4. Description of the procurement

Zie opdrachtdocument.

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

Duration in months: 48

This contract is subject to renewal: yes

Description of renewals:

Deze opdracht zal worden gegund voor een periode van 4 jaar, eventueel maximaal 2 maal verlengbaar met 1 jaar tot het einde van de maximum looptijd van 6 jaar.

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

Zie opdrachtdocument.

II.2. Description

II.2.1. Title

Social Media Channel Manager

Lot No: 4

II.2.2. Additional CPV code(s)

72000000 IT services: consulting, software development, Internet and support

II.2.3. Place of performance

NUTS code: BE2 Vlaams Gewest

II.2.4. Description of the procurement

Zie opdrachtdocument.

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

Duration in months: 48

This contract is subject to renewal: yes

Description of renewals:

Deze opdracht zal worden gegund voor een periode van 4 jaar, eventueel maximaal 2 maal verlengbaar met 1 jaar tot het einde van de maximum looptijd van 6 jaar.

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

Zie opdrachtdocument.

II.2. Description**II.2.1. Title**

Workforce Management tool

Lot No: 5

II.2.2. Additional CPV code(s)

72000000 IT services: consulting, software development, Internet and support

II.2.3. Place of performance

NUTS code: BE2 Vlaams Gewest

II.2.4. Description of the procurement

Zie opdrachtdocument.

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**

Duration in months: 48

This contract is subject to renewal: yes

Description of renewals:

Deze opdracht zal worden gegund voor een periode van 4 jaar, eventueel maximaal 2 maal verlengbaar met 1 jaar tot het einde van de maximum looptijd van 6 jaar.

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

Zie opdrachtdocument.

II.2. Description

II.2.1. Title

Recording tool (kwaliteitsmonitoring telefonie en mail)

Lot No: 6

II.2.2. Additional CPV code(s)

72000000 IT services: consulting, software development, Internet and support

II.2.3. Place of performance

NUTS code: BE2 Vlaams Gewest

II.2.4. Description of the procurement

Zie opdrachtdocument.

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**

Duration in months: 48

This contract is subject to renewal: yes

Description of renewals:

Deze opdracht zal worden gegund voor een periode van 4 jaar, eventueel maximaal 2 maal verlengbaar met 1 jaar tot het einde van de maximum looptijd van 6 jaar.

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

Zie opdrachtdocument.

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:

Zie opdrachtdocument.

III.1.2. Economic and financial standing

List and brief description of selection criteria:

Zie opdrachtdocument.

Minimum level(s) of standards possibly required:

Zie opdrachtdocument.

III.1.3. Technical and professional ability

List and brief description of selection criteria:

Zie opdrachtdocument.

Minimum level(s) of standards possibly required:

Klasse: N/A, categorie: N/A.

III.2. Conditions related to the contract

III.2.2. Contract performance conditions

Zie opdrachtdocument.

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Competitive procedure with negotiation

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

IV.1.5. Information about negotiation

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: 16/10/2017 Local time: 10:30

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

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information

De kandidaat heeft de mogelijkheid om via e-mail bijkomende vragen te stellen over de procedure en het opdrachtdocument.

Deze vragen moeten gestuurd worden naar sl_it@vdab.be

De titel van de mail moet steeds de volgende zijn: „Vragen ATD 2017/10596 — naam firma”.

De vragen moeten in de mail opgelijst worden waarbij duidelijk het nummer/de verwijzing naar de betrokken paragraaf van het opdrachtdocument wordt vermeld. Er zal getracht worden om deze vragen steeds binnen de week te beantwoorden. VDAB beslist vrij om al dan niet te antwoorden op de gestelde vragen.

VI.4. Procedures for review

VI.4.1. Review body

Official name: Raad van State

Postal address: Wetenschapsstraat 33

Town: Brussel
Postal code: 1000
Country: Belgium
E-mail: info@raadvst-consetat.be
Telephone: +32 22349611
Fax: +32 22349900
Internet address: <http://www.raadvanstate.be>

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

Official name: Vlaamse Dienst voor Arbeidsbemiddeling en Beroepsopleiding — Extern
Verzelfstandigd Agentschap
Postal address: Keizerslaan 11
Town: Brussel
Postal code: 1000
Country: Belgium
E-mail: juristen@vdab.be
Telephone: +32 25061584
Fax: +32 25061366

VI.5. Date of dispatch of this notice

25/09/2017