

Germany-Berlin: Call centre
OJ S 121/2023 27/06/2023
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Der AOK-Bundesverband führt im Namen der in der Bekanntmachung genannten Auftraggeberinnen das Vergabeverfahren durch

Postal address: Rosenthaler Str. 31

Town: Berlin

NUTS code: DE Deutschland

Postal code: 10178

Country: Germany

Contact person: Zentrale Vergabestelle

E-mail: vergabestelle@bv.aok.de

Internet address(es):

Main address: www.aok.de

I.1. Name and addresses

Official name: AOK Baden-Württemberg - Die Gesundheitskasse

Postal address: Presselstraße 19

Town: Stuttgart

NUTS code: DE Deutschland

Postal code: 70191

Country: Germany

E-mail: vergabestelle@bv.aok.de

Internet address(es):

Main address: www.aok.de

I.1. Name and addresses

Official name: AOK Bayern - Die Gesundheitskasse

Postal address: Carl-Wery-Str. 28

Town: München

NUTS code: DE Deutschland

Postal code: 81739

Country: Germany

E-mail: vergabestelle@bv.aok.de

Internet address(es):

Main address: www.aok.de

I.1. Name and addresses

Official name: AOK Bremen/Bremerhaven - Die Gesundheitskasse

Postal address: Bürgermeister - Smidt - Straße 95

Town: Bremen

NUTS code: DE Deutschland

Postal code: 28195
Country: Germany
E-mail: vergabestelle@bv.aok.de
Internet address(es):
Main address: www.aok.de

I.1. Name and addresses

Official name: AOK - Die Gesundheitskasse in Hessen
Postal address: Basler Str. 2
Town: Bad Homburg
NUTS code: DE Deutschland
Postal code: 61352
Country: Germany
E-mail: vergabestelle@bv.aok.de
Internet address(es):
Main address: www.aok.de

I.1. Name and addresses

Official name: AOK Niedersachsen. Die Gesundheitskasse
Postal address: Hildesheimer Str. 273
Town: Hannover
NUTS code: DE Deutschland
Postal code: 30519
Country: Germany
E-mail: vergabestelle@bv.aok.de
Internet address(es):
Main address: www.aok.de

I.1. Name and addresses

Official name: AOK Nordost - Die Gesundheitskasse
Postal address: Brandenburger Straße 72
Town: Potsdam
NUTS code: DE Deutschland
Postal code: 14467
Country: Germany
E-mail: vergabestelle@bv.aok.de
Internet address(es):
Main address: www.aok.de

I.1. Name and addresses

Official name: AOK NordWest - Die Gesundheitskasse
Postal address: Kopenhagener Str. 1
Town: Dortmund
NUTS code: DE Deutschland
Postal code: 44269
Country: Germany
E-mail: vergabestelle@bv.aok.de
Internet address(es):
Main address: www.aok.de

I.1. Name and addresses

Official name: AOK PLUS - Die Gesundheitskasse für Sachsen und Thüringen

Postal address: Sternplatz 7
Town: Dresden
NUTS code: DE Deutschland
Postal code: 01067
Country: Germany
E-mail: vergabestelle@bv.aok.de
Internet address(es):
Main address: www.aok.de

I.1. Name and addresses

Official name: AOK Rheinland - Pfalz/Saarland - Die Gesundheitskasse
Postal address: Virchowstraße 30
Town: Eisenberg
NUTS code: DE Deutschland
Postal code: 67304
Country: Germany
E-mail: vergabestelle@bv.aok.de
Internet address(es):
Main address: www.aok.de

I.1. Name and addresses

Official name: AOK Rheinland/Hamburg - Die Gesundheitskasse
Postal address: Kasernenstraße 61
Town: Düsseldorf
NUTS code: DE Deutschland
Postal code: 40213
Country: Germany
E-mail: vergabestelle@bv.aok.de
Internet address(es):
Main address: www.aok.de

I.1. Name and addresses

Official name: AOK Sachsen-Anhalt - Die Gesundheitskasse
Postal address: Lüneburger Str. 4
Town: Magdeburg
NUTS code: DE Deutschland
Postal code: 39106
Country: Germany
E-mail: vergabestelle@bv.aok.de
Internet address(es):
Main address: www.aok.de

I.1. Name and addresses

Official name: AOK-Bundesverband GbR
Postal address: Rosenthaler Str. 31
Town: Berlin
NUTS code: DE Deutschland
Postal code: 10178
Country: Germany
E-mail: vergabestelle@bv.aok.de
Internet address(es):

Main address: www.aok.de

I.2. Information about joint procurement

The contract involves joint procurement

The contract is awarded by a central purchasing body

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

Health

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

BüvA_Fremdsprachige Beratung für Erwerbszuwanderer und ausländische Studierende

Reference number: 2023-03-20-SYS-CSC

II.1.2. Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

Fremdsprachige Beratung für Erwerbszuwanderer und ausländische Studierende

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 1,00 EUR

II.2. Description

II.2.2. Additional CPV code(s)

79530000 Translation services

II.2.3. Place of performance

NUTS code: DE Deutschland

II.2.4. Description of the procurement

Im Auftrag der AOKs sucht der AOK-Bundesverband im Rahmen dieser Ausschreibung einen Auftragnehmer für eine fremdsprachige Beratung für Erwerbszuwanderer und ausländische Studierende (Beratung und Akquise per Inbound-Telefonie, E-Mail-Bearbeitung und Chat). Der direkte Abschluss einer Mitgliedschaft am Telefon ist zu nutzen (Telefon-Akquise).

II.2.5. Award criteria

Quality criterion - Name: Fünf versch. Grobkonzeptionen / Weighting: 60

Cost criterion - Name: Preis / Weighting: 40

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 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

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.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2023/S 060-179765](#)

IV.2.8. Information about termination of dynamic purchasing system

IV.2.9. Information about termination of call for competition in the form of a prior information notice

Section V: Award of contract

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

20/06/2023

V.2.2. Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 1

The contract has been awarded to a group of economic operators: no

V.2.3. Name and address of the contractor

Official name: asf GmbH

Town: Lübeck

NUTS code: DE Deutschland

Country: Germany

The contractor is an SME: yes

V.2.4. Information on value of the contract/lot

Total value of the contract/lot: 1,00 EUR

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

Bekanntmachungs-ID: CXP4YDK6UPA

VI.4. Procedures for review

VI.4.1. Review body

Official name: Vergabekammer des Bundes beim Bundeskartellamt

Postal address: Villemombler Straße 76

Town: Bonn

Postal code: 53123

Country: Germany

Fax: +49 2289499163

VI.5. Date of dispatch of this notice

22/06/2023