

Germany-Bonn: Call centre
OJ S 140/2022 22/07/2022
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Bundesrepublik Deutschland, vertreten durch das Beschaffungsamt des Bundesministeriums des Innern

Postal address: Brühler Straße 3

Town: Bonn

NUTS code: DE Deutschland

Postal code: 53119

Country: Germany

E-mail: B13.12@bescha.bund.de

Telephone: +49 22899610-1025

Fax: +49 2289910610-1025

Internet address(es):

Main address: <http://www.bescha.bund.de>

I.2. Information about joint procurement

The contract is awarded by a central purchasing body

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

General public services

Section II: Object

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

Dienstleister für die Beantwortung telefonischer Anfragen zur Haupterhebung des Zensus 2022 (Callcenter)

Reference number: B 13.12 - 0321/20/VV : 1

II.1.2. Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

Dienstleister für die Beantwortung telefonischer Anfragen zur Haupterhebung des Zensus 2022 (Callcenter)

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 0,01 EUR

II.2. Description

II.2.2. Additional CPV code(s)

79511000 Telephone operator services

II.2.3. Place of performance

NUTS code: DE Deutschland

NUTS code: DE Deutschland

II.2.4. Description of the procurement

effiziente, sachgerechte und kundenfreundliche Anfragenbearbeitung mittels Unterstützung eines externen Dienstleisters für die Beantwortung telefonischer Anfragen (externes Callcenter)

II.2.5. Award criteria

Quality criterion - Name: Leistungskriterien / Weighting: 50,00

Price - Weighting: 50,00

II.2.11. Information about options

Options: yes

Description of options:

Basislaufzeit 1 Jahr, zweimalige optionale Verlängerung um je 1 Jahr

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: [2021/S 103-271301](#)

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

Contract No: 1

Title:

Dienstleister für die Beantwortung telefonischer Anfragen zur Haupterhebung des Zensus 2022 (Callcenter)

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

23/08/2021

V.2.2. Information about tenders

Number of tenders received: 5

Number of tenders received from SMEs: 4

Number of tenders received by electronic means: 3

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

V.2.3. Name and address of the contractor

Official name: aLIVE-Service GmbH

Postal address: Gustav-Ricker-St. 62

Town: Magdeburg

NUTS code: DE Deutschland

Postal code: 39120

Country: Germany

E-mail: martin.behmann@googlemail.com

Telephone: +49 17631282955

The contractor is an SME: yes

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

Initial estimated total value of the contract/lot: 0,01 EUR

Total value of the contract/lot: 0,01 EUR

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Vergabekammer des Bundes

Postal address: Villemombler Straße 76

Town: Bonn

Postal code: 53123

Country: Germany

E-mail: vk@bundeskartellamt.bund.de

Telephone: +49 2289499-0

Fax: +49 2289499-163

Internet address: <http://www.bundeskartellamt.de>

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

Ein Antrag auf Nachprüfung kann schriftlich an die Vergabekammern des Bundes beim Bundeskartellamt, Villemombler Straße 76, 53123 Bonn, gerichtet werden. Die Unwirksamkeit des Vertrages gemäß § 135 GWB kann innerhalb von 30 Kalendertagen nach Veröffentlichung dieser Bekanntmachung im Amtsblatt der Europäischen Union geltend gemacht werden.

VI.5. Date of dispatch of this notice

18/07/2022