

**Finland-Helsinki: Customer Support Service for the ECHA Information Desk**

OJ S 177/2020 11/09/2020

Contract notice

Services

**Legal Basis:**

Regulation (EU, Euratom) No 2018/1046

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: European Chemicals Agency

Postal address: Telakkakatu 6

Town: Helsinki

NUTS code: FI1B1 Helsinki-Uusimaa

Postal code: 00150

Country: Finland

Contact person: Finance Unit

E-mail: [procurement@echa.europa.eu](mailto:procurement@echa.europa.eu)

Telephone: +358 9686180

**Internet address(es):**Main address: [www.echa.europa.eu](http://www.echa.europa.eu)Address of the buyer profile: <https://echa.europa.eu/about-us/procurement>**I.3. Communication**The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://etendering.ted.europa.eu/cft/cft-display.html?cftId=7132>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://etendering.ted.europa.eu/cft/cft-display.html?cftId=7132>

Tenders or requests to participate must be submitted to the abovementioned address

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

European institution/agency or international organisation

**I.5. Main activity**

General public services

**Section II: Object**

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

Customer Support Service for the ECHA Information Desk

Reference number: ECHA/2020/704

**II.1.2. Main CPV code**

79620000 Supply services of personnel including temporary staff

**II.1.3. Type of contract**

Services

#### **II.1.4. Short description**

The purpose of the service contract is to have a customer support team to staff the ECHA Information Desk and deliver the following services: registering, 'encoding' and distributing of questions that arrive at the Agency, staff the switchboard, register and dispatch the postal mail and other similar activities.

#### **II.1.5. Estimated total value**

Value excluding VAT: 600 000,00 EUR

#### **II.1.6. Information about lots**

This contract is divided into lots: no

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

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

NUTS code: FI1B1 Helsinki-Uusimaa

Main site or place of performance: ECHA's premises.

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

Open call for tenders to select a single service provider to establish a direct contract.

#### **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:

The contract resulting from the award of this call for tenders will be concluded for at most 48 months (2 + 1 + 1 years).

#### **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**

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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: no

### IV.2. Administrative information

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

Date: 20/10/2020 Local time: 14:00

#### 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

English, Bulgarian, Danish, German, Greek, Estonian, Finnish, French, Irish, Croatian, Hungarian, Italian, Latvian, Lithuanian, Maltese, Dutch, Polish, Portuguese, Romanian, Slovak, Slovenian, Spanish, Swedish, Czech

#### IV.2.6. Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

#### IV.2.7. Conditions for opening of tenders

Date: 21/10/2020 Local time: 14:00

Place:

Tenders will be opened remotely.

Information about authorised persons and opening procedure: A maximum of 2 representatives per tender may attend the opening session. Connection details for the teleconference will be communicated to the representatives.

## Section VI: Complementary information

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### VI.1. Information about recurrence

This is a recurrent procurement: no

### VI.3. Additional information

By virtue of point 11.1(e) and point 11.4 of Annex I to the Financial Regulation ECHA reserves the option to launch a negotiated procedure with the contractor chosen as a result of the present call for tenders for new services consisting in the repetition of similar services, during the three years following the signature of the original contract.

Tenderers and participants in this procurement procedure are informed that for the purposes of safeguarding the financial interests of the Union, their personal data may be transferred to internal audit services, to the European Court of Auditors, to the financial irregularities panel or to the European Anti-Fraud Office (OLAF), and between authorising officers of the Union bodies, the Commission and the executive agencies. The contracting authority and OLAF may also check or require an audit on the implementation of the contract resulting from this procurement procedure.

## **VI.4. Procedures for review**

### **VI.4.1. Review body**

Official name: General Court  
Postal address: Rue du Fort Niedergrünewald  
Town: Luxembourg  
Postal code: L -2925  
Country: Luxembourg  
E-mail: [GeneralCourt.Registry@curia.europa.eu](mailto:GeneralCourt.Registry@curia.europa.eu)  
Telephone: +358 4303-1  
Fax: +358 4303-2100  
Internet address: <http://curia.europa.eu>

### **VI.4.3. Review procedure**

Precise information on deadline(s) for review procedures:  
You may submit any observations concerning the award procedure to the contracting authority indicated under Heading I.1. If you believe that there was maladministration, you may lodge a complaint to the European Ombudsman within two years of the date when you became aware of the facts on which the complaint is based(see <http://www.ombudsman.europa.eu>). Such complaint does not have as an effect either to suspend the time limit to launch an appeal or to open a new period for lodging an appeal. Within two months of the notification of the award decision you may lodge an appeal to the body referred to in VI.4.1.

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

Official name: European Chemicals Agency (ECHA)  
Postal address: Telakkakatu 6  
Town: Helsinki  
Postal code: 00150  
Country: Finland  
E-mail: [procurement@echa.europa.eu](mailto:procurement@echa.europa.eu)  
Telephone: +358 9686180  
Internet address: <https://echa.europa.eu/about-us/procurement>

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

04/09/2020