

Belgium-Brussels: Telephone Operators Call Centre (TOP III)
OJ S 178/2020 14/09/2020
Contract award notice
Services

Legal Basis:

Regulation (EU, Euratom) No 2018/1046

Section I: Contracting authority

I.1. Name and addresses

Official name: European Commission, DIGIT — Informatics, DIGIT.A.3 — ICT Procurement and Contracts

Postal address: 15 07/P001, rue Montoyer 15

Town: Brussels

NUTS code: BE10 Région de Bruxelles-Capitale/ Brussels Hoofdstedelijk Gewest

Postal code: B-1049

Country: Belgium

Contact person: DIGIT Contracts Info Centre

E-mail: digit-contracts-info-centre@ec.europa.eu

Internet address(es):

Main address: http://ec.europa.eu/info/departments/informatics_en

I.4. Type of the contracting authority

European institution/agency or international organisation

I.5. Main activity

General public services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Telephone Operators Call Centre (TOP III)

Reference number: DIGIT/2020/OP/0001

II.1.2. Main CPV code

64214200 Telephone switchboard services

II.1.3. Type of contract

Services

II.1.4. Short description

Provision of services for the call centre of the European Commission.

Procurement documents are available at: <https://etendering.ted.europa.eu/cft/cft-display.html?cftId=6078>

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 1 954 740,00 EUR

II.2. Description

II.2.2. Additional CPV code(s)

79511000 Telephone operator services, 79512000 Call centre

II.2.3. Place of performance

NUTS code: BE10 Région de Bruxelles-Capitale/ Brussels Hoofdstedelijk Gewest

NUTS code: LU00 Luxembourg

Main site or place of performance: The services will be performed at the contractor's premises, in a range of maximum 30 km around contracting authority's premises in Brussels (Belgium) or Luxembourg (Luxembourg).

II.2.4. Description of the procurement

Procurement documents are available at: <https://etendering.ted.europa.eu/cft/cft-display.html?cftId=6078>

II.2.5. Award criteria

Price

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:
yes

Identification of the project: EU administrative appropriations.

II.2.14. Additional information

Procurement documents are available at: <https://etendering.ted.europa.eu/cft/cft-display.html?cftId=6078>

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: [2020/S 053-125062](https://eur-lex.europa.eu/eli/S/2020/053-125062)

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: DI-07840

Title:

Telephone Operators Call Centre (TOP III)

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

20/08/2020

V.2.2. Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 1

Number of tenders received by electronic means: 2

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

V.2.3. Name and address of the contractor

Official name: SERCO Belgium S.A.

National registration number: BE464923671

Postal address: Avenue de Cortenbergh 60

Town: Brussels

NUTS code: BE Belgique / België

Postal code: 1000

Country: Belgium

The contractor is an SME: no

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

Total value of the contract/lot: 1 954 740,00 EUR

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

Procurement documents are available at: <https://etendering.ted.europa.eu/cft/cft-display.html?cftId=6078>

VI.4. Procedures for review

VI.4.1. Review body

Official name: General Court of the European Union

Postal address: rue du Fort Niedergrünewald

Town: Luxembourg

Postal code: 2925

Country: Luxembourg

E-mail: generalcourt.registry@curia.europa.eu

Telephone: +352 4303-1

Internet address: <http://curia.europa.eu>

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

Within 2 months of the notification to the plaintiff or, in absence thereof, of the day on which it came to the knowledge of the plaintiff an action for annulment could be launched. Any request made and any reply from the contracting authority or any complaint for maladministration, will have neither the purpose nor the effect of suspending the time-limit for launching an action for annulment or to open a new period for launching an action for annulment. The body responsible for hearing annulment procedures is indicated in section VI.4.1).

VI.5. Date of dispatch of this notice

07/09/2020