

**Belgium-Brussels: Telephone survey services**

OJ S 225/2017 23/11/2017

Contract notice

Services

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: SPF Fin Division Achats

Postal address: North Galaxy-Tour B 4ème étage, Boulevard du Roi Albert II 33/961

Town: Bruxelles

NUTS code: BE Belgique / België

Postal code: 1030

Country: Belgium

E-mail: [michael.debande@minfin.fed.be](mailto:michael.debande@minfin.fed.be)

Telephone: +257 79775

**Internet address(es):**Main address: [https://finances.belgium.be/fr/marches\\_publics](https://finances.belgium.be/fr/marches_publics)Address of the buyer profile: <https://enot.publicprocurement.be/enot-war/preViewNotice.do?noticeId=291963>**I.3. Communication**The procurement documents are available for unrestricted and full direct access, free of charge, at: [https://finances.belgium.be/fr/marches\\_publics](https://finances.belgium.be/fr/marches_publics)

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: [https://eten.](https://eten.publicprocurement.be/etendering/viewWorkspacesBasedOnExtUrl.do?wsName=SPF+Fin+Division+Achats-S%26L%2FDA%2F2017%2F054bis-F02)[publicprocurement.be/etendering/viewWorkspacesBasedOnExtUrl.do?wsName=SPF+Fin+Division+Achats-S%26L%2FDA%2F2017%2F054bis-F02](https://eten.publicprocurement.be/etendering/viewWorkspacesBasedOnExtUrl.do?wsName=SPF+Fin+Division+Achats-S%26L%2FDA%2F2017%2F054bis-F02)**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**

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

Procédure ouverte ayant pour objet la réalisation d'enquêtes quantitatives et qualitatives devant permettre de mesurer l'accessibilité téléphonique des services du SPF Finances en contact avec le publ.

Reference number: SPF Fin Division Achats-S&amp;L/DA/2017/054bis-F02\_0

**II.1.2. Main CPV code**

79311210 Telephone survey services

### **II.1.3. Type of contract**

Services

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

Procédure ouverte ayant pour objet la réalisation d'enquêtes quantitatives et qualitatives devant permettre de mesurer l'accessibilité téléphonique des services du SPF Finances en contact avec le public.

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

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

This contract is divided into lots: no

## **II.2. Description**

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

NUTS code: BE Belgique / België

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

Procédure ouverte ayant pour objet la réalisation d'enquêtes quantitatives et qualitatives devant permettre de mesurer l'accessibilité téléphonique des services du SPF Finances en contact avec le public.

### **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: no

### **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.1.3. Technical and professional ability**

Minimum level(s) of standards possibly required:

Classe: N/A, Catégorie: N/A.

## **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: yes

#### **IV.2. Administrative information**

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

Date: 09/01/2018 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**

French, Dutch

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

Date: 09/01/2018 Local time: 10:30

#### **Section VI: Complementary information**

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##### **VI.1. Information about recurrence**

This is a recurrent procurement: no

##### **VI.3. Additional information**

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

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

Official name: Conseil d'Etat

Postal address: Rue de Science

Town: Bruxelles

Country: Belgium

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

Official name: Conseil d'Etat

Postal address: Rue de Science

Town: Bruxelles

Country: Belgium

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

22/11/2017