

Luxembourg-Luxembourg: Helpdesk for Users of Electronic Services and Other Products of the Publications Office

OJ S 188/2021 28/09/2021

**Contract notice
Services****Legal Basis:**

Regulation (EU, Euratom) No 2018/1046

Section I: Contracting authority

I.1. Name and addresses

Official name: Publications Office of the European Union (OP)

Postal address: 2, rue Mercier

Town: Luxembourg

NUTS code: LU000 Luxembourg

Postal code: L-2985

Country: Luxembourg

E-mail: op-appels-offres@publications.europa.eu**Internet address(es):**Main address: <https://op.europa.eu/en/home>**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=9008>

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=9008>**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**

Helpdesk for Users of Electronic Services and Other Products of the Publications Office

Reference number: OP/LUX/2021/OP/0007

II.1.2. Main CPV code

72253100 Helpdesk services

II.1.3. Type of contract

Services

II.1.4. Short description

The purpose of the call for tenders is the selection of up to two (2) economic operators for provision of helpdesk services (information and assistance by telephone, mail, e-mail or social media, as well as other future forms of electronic delivery) to the users of electronic services and other products of the Publications Office.

II.1.5. Estimated total value

Value excluding VAT: 1 000 000,00 EUR

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

72253100 Helpdesk services, 72253000 Helpdesk and support services

II.2.3. Place of performance

NUTS code: LU000 Luxembourg

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

II.2.4. Description of the procurement

Helpdesk for users of electronic services and other products of the Publications Office.

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

Value excluding VAT: 1 000 000,00 EUR

II.2.7. Duration of the contract, framework agreement or dynamic purchasing system

Duration in months: 52

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

III.1. Conditions for participation

III.1.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions:

As stated in the procurement documents.

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

III.2. Conditions related to the contract

III.2.2. Contract performance conditions

As stated in the procurement documents.

III.2.3. Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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

Framework agreement with several operators Envisaged maximum number of participants to the framework agreement: 2 In the case of framework agreements, provide justification for any duration exceeding 4 years:

A two (2) months set-up period and a two (2) months takeover period (if applicable).

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: 17/11/2021 Local time: 10:00

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

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

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: 17/11/2021 Local time: 15:00

Place:

Tenders will be opened electronically on the date and time indicated in the contract notice. It is possible to attend the opening by videoconference.

Information about authorised persons and opening procedure: As stated in the procurement documents.

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information

Please consult the procurement documents available at the address indicated in section I.3). In case of unavailability or disruptions in the functioning of the electronic means of communication provided in section I.3) in the last five calendar days before the time limit for receipt indicated in section IV.2.2), the contracting authority reserves the right to extend this time limit and publish the extension at the Internet address provided in section I.3), without a preceding publication of a corrigendum to this notice. Economic operators interested in this procurement are invited to subscribe to the call for tenders at the address in section I.3) in order to get notified when new information or documents are published.

VI.4. Procedures for review

VI.4.1. Review body

Official name: General Court of the European Union

Postal address: rue du Fort Niedergrünwald

Town: Luxembourg

Postal code: 2925

Country: Luxembourg

E-mail: GC.Registry@curia.europa.eu

Telephone: +352 4303-1

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

VI.5. Date of dispatch of this notice

21/09/2021