

**Belgium-Uccle: Call centre**  
**OJ S 192/2021 04/10/2021**  
**Contract award notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Institut bruxellois francophone pour la Formation professionnelle

National registration number: 0252.168.920\_29808

Postal address: Rue de Stalle 67

Town: Uccle

NUTS code: BE100 Arr. de Bruxelles-Capitale/Arr. Brussel-Hoofdstad

Postal code: 1180

Country: Belgium

Contact person: Adeline Lumumba

E-mail: [servicejuridique@bruxellesformation.brussels](mailto:servicejuridique@bruxellesformation.brussels)

Telephone: +32 23717419

**Internet address(es):**

Main address: [www.bruxellesformation.brussels](http://www.bruxellesformation.brussels)

Address of the buyer profile: <https://enot.publicprocurement.be/enot-war/preViewNotice.do?noticeId=424289>

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

Body governed by public law

**I.5. Main activity**

Education

**Section II: Object**

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

Marché de services de call-center pour Bruxelles Formation

Reference number: Bruxelles Formation-BF/COM/21/008-F03\_0

**II.1.2. Main CPV code**

79512000 Call centre

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Le présent marché a pour objet principal des services de call center afin d'assurer la gestion des appels de Bruxelles Formation.

Dans le cadre de ce marché, Bruxelles formation souhaite renforcer la cohésion sociale et a inséré dans les conditions d'exécution une clause relative à l'intégration socioprofessionnelle.

Les appels visés sont principalement des appels entrants de chercheurs d'emploi à la recherche d'une information sur les formations de Bruxelles Formation, ou de manière très minoritaire, d'employeurs à la recherche d'une information sur les stages et formations en entreprise. Bruxelles Formation se réserve le droit d'élargir les services demandés au call center au-delà de ces appels (exemples : appels entrants de chercheurs d'emploi pour les formations des partenaires conventionnés avec Bruxelles Formation, appels sortants pour une action spécifique et à destination d'un public spécifique).

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

This contract is divided into lots: no

#### **II.1.7. Total value of the procurement**

Value excluding VAT: 655 700,00 EUR

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

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

NUTS code: BE Belgique / België

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

Cf. descriptif technique du cahier spécial des charges

#### **II.2.5. Award criteria**

Quality criterion - Name: La qualité du service / Weighting: 60

Quality criterion - Name: Délais / Weighting: 15

Price - Weighting: 25

#### **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**

Maximum 2 attributaires, dont un principal et un suppléant

## **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**

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: no

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

#### **IV.2.1. Previous publication concerning this procedure**

Notice number in the OJ S: [2021/S 126-332904](#)

#### **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**

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A contract/lot is awarded: yes

#### **V.2. Award of contract**

##### **V.2.1. Date of conclusion of the contract**

28/09/2021

##### **V.2.2. Information about tenders**

Number of tenders received: 4

The contract has been awarded to a group of economic operators: yes

##### **V.2.3. Name and address of the contractor**

Official name: B-CONNECTED SA

Postal address: Rue Gabrielle Petit, 4 B 11

Town: Bruxelles

NUTS code: BE100 Arr. de Bruxelles-Capitale/Arr. Brussel-Hoofdstad

Postal code: 1080

Country: Belgium

The contractor is an SME: yes

##### **V.2.3. Name and address of the contractor**

Official name: ENTRA ASBL

Postal address: Rue du Tilloi, 11

Town: HEPPEGNIES

NUTS code: BE32B Arr. Charleroi

Postal code: 6220

Country: Belgium

The contractor is an SME: yes

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

Total value of the contract/lot: 200 000,00 EUR

##### **V.2.5. Information about subcontracting**

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

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

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

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

Official name: Conseil d'Etat

Postal address: Rue de la Science, 33

Town: Bruxelles

Postal code: 1040

Country: Belgium

Internet address: <http://www.raadvst-consetat.be/?lang=fr>

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

29/09/2021