

Estonia-Tallinn: Telephone and data transmission services
OJ S 209/2020 27/10/2020
Contract notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Registrate ja Infosüsteemide Keskus
National registration number: 70000310
Postal address: Lubja tn 4
Town: Tallinn
NUTS code: EE Eesti
Postal code: 10115
Country: Estonia
Contact person: Anne Põldre
E-mail: rik@rik.ee
Telephone: +372 53972061
Internet address(es):
Main address: <http://www.rik.ee/>

I.1. Name and addresses

Official name: Ettevõtluse Arendamise Sihtasutus
National registration number: 90006006
Postal address: Lasnamäe tn 2
Town: Tallinn
NUTS code: EE Eesti
Postal code: 11412
Country: Estonia
Contact person: Anne Põldre
E-mail: eas@eas.ee
Telephone: +372 53972061
Internet address(es):
Main address: <http://www.eas.ee>

I.1. Name and addresses

Official name: Majandus- ja Kommunikatsiooniministeerium
National registration number: 70003158
Postal address: Suur-Ameerika tn 1
Town: Tallinn
NUTS code: EE Eesti
Postal code: 10122
Country: Estonia
Contact person: Anne Põldre
E-mail: info@mkm.ee
Telephone: +372 53972061

Internet address(es):

Main address: <http://www.mkm.ee>

I.1. Name and addresses

Official name: Rahandusministeeriumi Infotehnoloogiakeskus

National registration number: 70009244

Postal address: Lõõtsa tn 8a

Town: Tallinn

NUTS code: EE Eesti

Postal code: 11415

Country: Estonia

Contact person: Anne Põldre

E-mail: annika.rokk@rmit.ee

Telephone: +372 53972061

Internet address(es):

Main address: <http://rmit.ee/>

I.1. Name and addresses

Official name: Tarbijakaitse ja Tehnilise Järelevalve Amet

National registration number: 70003218

Postal address: Endla tn 10a

Town: Tallinn

NUTS code: EE Eesti

Postal code: 10142

Country: Estonia

Contact person: Anne Põldre

E-mail: info@ttja.ee

Telephone: +372 53972061

Internet address(es):

Main address: <https://www.ttja.ee/et/>

I.1. Name and addresses

Official name: Tartu Ülikool

National registration number: 74001073

Postal address: Ülikooli tn 18

Town: Tartu linn

NUTS code: EE Eesti

Postal code: 50090

Country: Estonia

Contact person: Anne Põldre

E-mail: info@ut.ee

Telephone: +372 53972061

Internet address(es):

Main address: <https://www.ut.ee>

I.2. Information about joint procurement

The contract involves joint procurement

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://riigihanked.riik.ee/rhr-web/#/procurement/2261872/general-info>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://riigihanked.riik.ee/rhr-web/#/procurement/2261872/tenders>

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

I.4. Type of the contracting authority

National or federal agency/office

I.5. Main activity

General public services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Kõnekeskuse lahenduse renditeenus raamlepinguga
Reference number: 226412

II.1.2. Main CPV code

64210000 Telephone and data transmission services

II.1.3. Type of contract

Services

II.1.4. Short description

Raamlepingu esemeks on kõnekeskuse tehnilise lahenduse renditeenus, mis hõlmab ühishankijate klientide teenindamist toetava süsteemi, sh kõnede töötlemist, kõnejärjekorra juhtimist, statistikat, kliendiinfo, administreerimise ja kõnede salvestamise funktsionaalsust, rentimist koos vajaliku tark- ja riistvaraga, täitjapoolset haldamist, hooldust ja kliendituge vastavalt hankedokumentides toodud tingimustele.

Hanke alusel sõlmitud raamleping laieneb kõigile juriidilistele isikutele, kes on volitanud RIK-i hanget korraldama (ühishankijad, kes on toodud ühishankijate nimekirjas) ja vabatahtliku keskse hankimise kaudu soetajatele.

II.1.5. Estimated total value

Value excluding VAT: 140 000,00 EUR

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

64210000 Telephone and data transmission services

II.2.3. Place of performance

NUTS code: EE Eesti

II.2.4. Description of the procurement

Raamlepingu esemeks on kõnekeskuse tehnilise lahenduse renditeenus, mis hõlmab ühishankijate klientide teenindamist toetava süsteemi, sh kõnede töötlemist, kõnejärjekorra juhtimist, statistikat, kliendiinfo, administreerimise ja kõnede salvestamise funktsionaalsust, rentimist koos vajaliku tark- ja riistvaraga, täitjapoolset haldamist, hooldust ja kliendituge vastavalt hankedokumentides toodud tingimustele.

Hanke alusel sõlmitud raamleping laieneb kõigile juriidilistele isikutele, kes on volitanud RIK-i hanget korraldama (ühishankijad, kes on toodud ühishankijate nimekirjas) ja vabatahtliku keskse hankimise kaudu soetajatele.

II.2.5. Award criteria

Criteria below

Quality criterion - Name: Kõnekeskuse lahenduse ümbertõstmise / Weighting: 5.0

Quality criterion - Name: Kõnekeskuse lahenduse liidestus pöördumiste haldamise tarkvaraga / Weighting: 5.0

Price - Weighting: 90.0

II.2.6. Estimated value

Value excluding VAT: 140 000,00 EUR

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

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:

Vaata hankepassist <https://riigihanked.riik.ee/rhr-web/#/procurement/2261872/procurement-passport> või alusdokumendist <https://riigihanked.riik.ee/rhr-web/#/procurement/2261872/documents?group=B>

III.1.2. Economic and financial standing

List and brief description of selection criteria:

Vaata hankepassist <https://riigihanked.riik.ee/rhr-web/#/procurement/2261872/procurement-passport> või alusdokumendist <https://riigihanked.riik.ee/rhr-web/#/procurement/2261872/documents?group=B>

III.1.3. Technical and professional ability

List and brief description of selection criteria:

Vaata hankepassist <https://riigihanked.riik.ee/rhr-web/#/procurement/2261872/procurement-passport> või alusdokumendist <https://riigihanked.riik.ee/rhr-web/#/procurement/2261872/documents?group=B>

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 a single operator

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: 23/11/2020 Local time: 11:00

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

Estonian

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

Duration in months: 3 (from the date stated for receipt of tender)

IV.2.7. Conditions for opening of tenders

Date: 23/11/2020 Local time: 11:00

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about electronic workflows

Electronic invoicing will be accepted

Electronic payment will be used

VI.3. Additional information

Hanget ei ole võimalik osadeks jagada tellitava teenuse iseloomu tõttu.

VI.4. Procedures for review

VI.4.1. Review body

Official name: Riigihangete vaidlustuskomisjon

Postal address: Endla 13/Lökke 5

Town: Tallinn

Postal code: 10122

Country: Estonia

E-mail: vako@fin.ee

Telephone: +372 6113713

Internet address: <http://www.fin.ee/riigihangete-poliitika>

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

Official name: Riigihangete vaidlustuskomisjon

Postal address: Endla 13/Lökke 5

Town: Tallinn

Postal code: 10122

Country: Estonia

E-mail: vako@fin.ee

Telephone: +372 6113713

Internet address: <http://www.fin.ee/riigihangete-poliitika>

VI.5. Date of dispatch of this notice

22/10/2020