

**Belgium-Ghent: Telephone operator services**  
**OJ S 197/2021 11/10/2021**  
**Contract award notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: Partena Onafhankelijk Ziekenfonds Vlaanderen VzW

National registration number: 0411.696.011\_503722

Postal address: Sluisweg 2 bus 1

Town: GENT

NUTS code: BE234 Arr. Gent

Postal code: 9000

Country: Belgium

E-mail: [ina.derijcke@partena-ziekenfonds.be](mailto:ina.derijcke@partena-ziekenfonds.be)

Telephone: +32 479709449

**Internet address(es):**

Main address: [www.partena-partners.be](http://www.partena-partners.be)

Address of the buyer profile: <https://enot.publicprocurement.be/enot-war/preViewNotice.do?noticeId=425038>

**I.2. Information about joint procurement**

The contract is awarded by a central purchasing body

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

Other type: Ziekenfonds

**I.5. Main activity**

Other activity: ziekenfonds

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**Section II: Object**

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

**II.1.1. Title**

“Tijdelijk en flexibel ondersteunen van het servicecenter Partena-OZ

Reference number: Partena OZV-20210722-F03\_0

**II.1.2. Main CPV code**

79511000 Telephone operator services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

De AO zoekt een een tijdelijke versterking van het service contact center in het kader van de fusie .

Daarvoor zoekt de dienstverlener een team van 15 fulltime tijdelijke contact center medewerkers en een teamleader die ter beschikking zijn kan vanaf 2 november 2021 in de hoofdzetel van de OA te Gent.

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

This contract is divided into lots: no

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

Lowest offer: 381 597,50 EUR / Highest offer: 407 475,00 EUR taken into consideration

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

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

NUTS code: BE2 Vlaams Gewest

NUTS code: BE234 Arr. Gent

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

De AO zoekt een een tijdelijke versterking van het service contact center in het kader van de fusie .

Daarvoor zoekt de dienstverlener een team van 15 fulltime tijdelijke contact center medewerkers en een teamleader die ter beschikking zijn kan vanaf 2 november 2021 in de hoofdzetel van de OA te Gent.

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

Quality criterion - Name: kwaliteit / Weighting: 35

Quality criterion - Name: flexibiliteit / Weighting: 30

Price - Weighting: 35

#### **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 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: no

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

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

Notice number in the OJ S: [2021/S 143-380789](#)

##### **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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**Contract No:** Partena OZV-20210722-F02

**Lot No:** 1

**Title:**

Tijdelijk en flexibel ondersteunen van het servicecenter Partena-OZ

A contract/lot is awarded: yes

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

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

14/09/2021

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

Number of tenders received: 2

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

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

Official name: Call-IT NV

National registration number: BE0466212979

Town: Oostende

NUTS code: BE255 Arr. Oostende

Postal code: 8400

Country: Belgium

The contractor is an SME: no

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

Total value of the contract/lot: 381 597,50 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: Rechtbank van eerste aanleg Gent

Town: Gent

Postal code: 9000

Country: Belgium

##### **VI.4.2. Body responsible for mediation procedures**

Official name: Rechtbank van eerste aanleg Gent

Town: Gent

Postal code: 9000

Country: Belgium

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

Official name: Rechtbank van eerste aanleg Gent

Town: Gent

Postal code: 9000

Country: Belgium

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

06/10/2021