

Belgium-Brussels: Organisation of Training for SMEs on Consumer Rights

OJ S 189/2022 30/09/2022

Contract notice

Services

Legal Basis:

Regulation (EU, Euratom) No 2018/1046

Section I: Contracting authority

I.1. Name and addresses

Official name: European Innovation Council and SMEs Executive Agency (EISMEA), EISMEA.

I.03.2 – Consumers

Postal address: Avenue du Bourget 1

Town: Brussels

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

Postal code: 1140

Country: Belgium

E-mail: EISMEA-PROCUREMENT@ec.europa.eu**Internet address(es):**Main address: <https://ec.europa.eu/eisma/en>**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=11527>

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=11527>**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**

Organisation of Training for SMEs on Consumer Rights

Reference number: EISMEA/2022/OP/0013

II.1.2. Main CPV code

80510000 Specialist training services

II.1.3. Type of contract

Services

II.1.4. Short description

Training for SMEs on consumer law:

Consumer Law Ready is an EU-wide consumer law training programme for SMEs. Specialist training empowers SMEs with know-how to deal with customer complaints, avoid costly litigation and improve overall customer service. This results in increased trust in their businesses.

II.1.5. Estimated total value

Value excluding VAT: 520 000,00 EUR

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

80510000 Specialist training services

II.2.3. Place of performance

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

Main site or place of performance: Please consult the procurement documents available at the address indicated in Section I.3).

II.2.4. Description of the procurement

Organisation of training for SMEs on consumer rights.

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: 520 000,00 EUR

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

Duration in months: 18

This contract is subject to renewal: yes

Description of renewals:

The contract may be renewed once for a period of 18 months, only before payment of the balance and subject to the fulfilment of the following conditions:

- express written consent of the contracting authority,
- EU budget availability,
- persistence of service needs,
- positive analysis of the services performed.

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:
yes

Identification of the project: Please consult the procurement documents available at the address indicated in Section I.3).

II.2.14. Additional information

Please consult the procurement documents available at the address indicated in Section I.3).

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:

Please consult the procurement documents available at the address indicated in Section I.3).

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

Please consult the procurement documents available at the address indicated in Section I.3).

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

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: 07/11/2022 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

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: 07/11/2022 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: Please consult the procurement documents available at the address indicated in Section I.3).

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

Please consult the procurement documents available at the address indicated in Section I.3).

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: L-2925

Country: Luxembourg

Telephone: +352 4303-1

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

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

Please consult the procurement documents available at the address indicated in Section I.3).

VI.5. Date of dispatch of this notice

23/09/2022