

543005-2026 - Competition

Belgium – Call centre – Overflow Centre de contact

OJ S 149/2026 05/08/2026

Contract or concession notice – standard regime - Change notice
Services

1. Buyer

1.1. Buyer

Official name: Smals

Email: tenders@smals.be

Legal type of the buyer: Central government authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Overflow Centre de contact

Description: L'accord-cadre pour objet des services de centre de contact

Procedure identifier: d9c5b818-366f-4909-9451-674c63699afe

Internal identifier: Smals-BB-001.041/2025

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79512000 Call centre

2.1.2. Place of performance

Country subdivision (NUTS): Arr. de Bruxelles-Capitale/Arr. Brussel-Hoofdstad (BE100)

Country: Belgium

2.1.3. Value

Estimated value excluding VAT: 16 000 000,00 EUR

2.1.4. General information

Additional information: 1.1 – Forme juridique de l'acheteur et l'activité du pouvoir adjudicateur: Smals est une association d'institutions publiques de sécurité sociale, du secteur des soins de santé et de services publics ayant comme mission de soutenir et d'encadrer de façon proactive et durable les acteurs du secteur social, des soins de santé et de l'Etat dans leur gestion de l'information, de manière qu'ils puissent offrir à leurs utilisateurs un service efficient et efficace. 2.1.3 – Valeur : le montant indiqué est la valeur maximale pour toute la durée et non la valeur estimée des commandes. 5.1.3 - Durée estimée: la durée de l'accord-cadre est limitée à quatre ans. L'accord-cadre prend effet à partir de la date de notification de la conclusion du marché.

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: European Single Procurement Document (ESPD)

5. Lot

5.1. Lot: LOT-0001

Title: Smals-BB-001.041/2025 - 1

Description: L'accord-cadre pour objet des services de centre de contact.

Internal identifier: 1

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79512000 Call centre

5.1.2. Place of performance

Country subdivision (NUTS): Arr. de Bruxelles-Capitale/Arr. Brussel-Hoofdstad (BE100)

Country: Belgium

5.1.3. Estimated duration

Duration: 4 Years

5.1.6. General information

Reserved participation:

Participation is not reserved.

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): yes

5.1.9. Selection criteria

Sources of selection criteria: Procurement Document

5.1.10. Award criteria

Criterion:

Type: Quality

Description: Les conditions administratives et commerciales

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 10

Criterion:

Type: Quality

Description: Methodologie

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 30

Criterion:

Type: Price

Description: Prix: prix total des différents projets de références

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 50

Criterion:

Type: Price

Description: Le potentiel de la politique de prix

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 10

5.1.11. Procurement documents

Address of the procurement documents: <https://www.publicprocurement.be/publication-workspaces/0de28e30-c714-4122-b469-fd73d10db1c6/documents>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://www.publicprocurement.be/supplier/enterprises/0/tendering-workspaces/publication-workspace-detail/0de28e30-c714-4122-b469-fd73d10db1c6/general>

Languages in which tenders or requests to participate may be submitted: Dutch, French

Electronic catalogue: Required

Advanced or qualified electronic signature or seal (as defined in Regulation (EU) No 910/2014) is required

Deadline for receipt of tenders: 03/11/2026 14:00:00 (UTC+01:00) Central European Time, Western European Summer Time

Duration during which the tender must remain valid: 8 Months

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: No

Electronic invoicing: Required

Electronic ordering will be used: yes

Electronic payment will be used: yes

5.1.15. Techniques

Framework agreement:

Framework agreement, without reopening of competition

Maximum number of participants: 1

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Review organisation: Tribunal de première instance de Bruxelles

Information about review deadlines: Conformément à l'article 11 de la loi du 17/06/2013, un délai de 15 jours est accordé à partir du lendemain de la communication de la décision motivée au cours duquel les soumissionnaires peuvent éventuellement introduire une demande de suspension auprès de l'instance de recours désignée à l'article 24, 2° de la loi mentionnée ci-dessus.

8. Organisations

8.1. ORG-0001

Official name: Smals

Registration number: 0406798006_617

Postal address: avenue Fonsny 20

Town: Saint-Gilles

Postcode: 1060

Country subdivision (NUTS): Arr. de Bruxelles-Capitale/Arr. Brussel-Hoofdstad (BE100)

Country: Belgium

Email: tenders@smals.be

Telephone: +32 27875898

Internet address: <http://www.smals.be>

Buyer profile: <https://www.publicprocurement.be/bda?organisationIds=617&includeOrganisationChildren=true>

Roles of this organisation:

Buyer

8.1. ORG-0002

Official name: SPF Stratégie et Appui

Registration number: BE001

Postal address: Boulevard Simon Bolivar 30 Bte1

Town: Bruxelles

Postcode: 1000

Country subdivision (NUTS): Arr. de Bruxelles-Capitale/Arr. Brussel-Hoofdstad (BE100)

Country: Belgium

Email: revise@publicprocurement.be

Telephone: +32 2 740 80 00

Internet address: <https://bosa.belgium.be>

Roles of this organisation:

TED eSender

8.1. ORG-0003

Official name: Tribunal de première instance de Bruxelles

Registration number: 0308.357.753

Town: Rue des Quatre Bras Bruxelles - Quatrebrasstraat Brussel

Postcode: 1000

Country subdivision (NUTS): Arr. de Bruxelles-Capitale/Arr. Brussel-Hoofdstad (BE100)

Country: Belgium

Roles of this organisation:

Review organisation

10. Change

Version of the previous notice to be changed

:

6847e0c8-a35f-4513-9b73-aed99257c763-01

Main reason for change

:

Information updated

Description

:

En annexe, aperçu des modifications apportées à l'ERRATUM déjà publié.

10.1. Change

Section identifier: PROCEDURE

The procurement documents were changed on: 04/08/2026

Notice information

Notice identifier/version: 68610176-ffb4-46ae-9f67-2c59276403ae - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

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