

Finland-Helsinki: Customer Support Service for the ECHA Information Desk
OJ S 245/2020 16/12/2020
Contract award notice
Services

Legal Basis:

Regulation (EU, Euratom) No 2018/1046

Section I: Contracting authority

I.1. Name and addresses

Official name: European Chemicals Agency

Postal address: Telakkakatu 6

Town: Helsinki

NUTS code: FI1B1 Helsinki-Uusimaa

Postal code: 00150

Country: Finland

Contact person: Finance Unit

E-mail: procurement@echa.europa.eu

Telephone: +358 9686180

Internet address(es):

Main address: www.echa.europa.eu

Address of the buyer profile: <https://echa.europa.eu/about-us/procurement>

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

Customer Support Service for the ECHA Information Desk

Reference number: ECHA/2020/704

II.1.2. Main CPV code

79620000 Supply services of personnel including temporary staff

II.1.3. Type of contract

Services

II.1.4. Short description

The purpose of the service contract is to have a customer support team to staff the ECHA Information Desk and deliver the following services: registering, 'encoding' and distributing of questions that arrive at the Agency, staff the switchboard, register and dispatch the postal mail and other similar activities.

II.1.6.

Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 600 000,00 EUR

II.2. Description

II.2.3. Place of performance

NUTS code: FI1B1 Helsinki-Uusimaa

Main site or place of performance: ECHA's premises.

II.2.4. Description of the procurement

Open call for tenders to select a single service provider to establish a direct contract.

II.2.5. Award criteria

Quality criterion - Name: Quality and efficiency of the proposal for supplying Information desk services / Weighting: 35

Quality criterion - Name: Quality and efficiency of the proposal for the cooperation between the contractor and ECHA / Weighting: 15

Price - Weighting: 50

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

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: [2020/S 177-424144](#)

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

Contract No: ECHA/2020/704

Title:

Customer Support Service for the ECHA Information Desk

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

08/12/2020

V.2.2. Information about tenders

Number of tenders received: 3

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

V.2.3. Name and address of the contractor

Official name: Infeurope SA

Postal address: Rue Charles Martel 62

Town: Luxembourg

NUTS code: LU Luxembourg

Postal code: 2134

Country: Luxembourg

The contractor is an SME: yes

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

Initial estimated total value of the contract/lot: 600 000,00 EUR

Total value of the contract/lot: 600 000,00 EUR

V.2.5. Information about subcontracting

The contract is likely to be subcontracted Value or proportion likely to be subcontracted to third parties Proportion: 20 %

Section VI: Complementary information

VI.3. Additional information

By virtue of point 11.1(e) and point 11.4 of Annex I to the Financial Regulation ECHA reserves the option to launch a negotiated procedure with the contractor chosen as a result of the present call for tenders for new services consisting in the repetition of similar services, during the 3 years following the signature of the original contract.

Tenderers and participants in this procurement procedure are informed that for the purposes of safeguarding the financial interests of the Union, their personal data may be transferred to internal audit services, to the European Court of Auditors, to the financial irregularities panel or to the European Anti-Fraud Office (OLAF), and between authorising officers of the Union bodies, the Commission and the executive agencies. The contracting authority and OLAF may also check or require an audit on the implementation of the contract resulting from this procurement procedure.

VI.4. Procedures for review

VI.4.1. Review body

Official name: General Court

Postal address: rue du Fort Niedergrünewald

Town: Luxembourg
Postal code: L-2925
Country: Luxembourg
E-mail: GeneralCourt.Registry@curia.europa.eu
Telephone: +358 4303-1
Fax: +358 4303-2100
Internet address: <http://curia.europa.eu>

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

You may submit any observations concerning the award procedure to the contracting authority indicated under heading I.1). If you believe that there was maladministration, you may lodge a complaint to the European Ombudsman within 2 years of the date when you became aware of the facts on which the complaint is based (see <http://www.ombudsman.europa.eu>). Such complaint does not have as an effect either to suspend the time limit to launch an appeal or to open a new period for lodging an appeal. Within 2 months of the notification of the award decision you may lodge an appeal to the body referred to in VI.4.1).

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

Official name: European Chemicals Agency (ECHA)
Postal address: Telakkakatu 6
Town: Helsinki
Postal code: 00150
Country: Finland
E-mail: procurement@echa.europa.eu
Telephone: +358 9686180
Internet address: <https://echa.europa.eu/about-us/procurement>

VI.5. Date of dispatch of this notice

09/12/2020