

**Belgium-Brussels: Call centre**  
**OJ S 240/2021 10/12/2021**  
**Contract notice**  
**Services**

**Legal Basis:**  
Directive 2014/24/EU

---

## Section I: Contracting authority

### I.1. Name and addresses

Official name: Commission communautaire commune à Bruxelles  
National registration number: 0240.682.833\_22833  
Postal address: Rue Belliard 71 / 1  
Town: Bruxelles  
NUTS code: BE100 Arr. de Bruxelles-Capitale/Arr. Brussel-Hoofdstad  
Postal code: 1040  
Country: Belgium  
Contact person: Sofia Haesevelde  
E-mail: [shaesevelde@ccc.brussels](mailto:shaesevelde@ccc.brussels)

#### Internet address(es):

Main address: <https://enot.publicprocurement.be/enot-war/preViewNotice.do?noticeId=430984>  
Address of the buyer profile: <https://enot.publicprocurement.be/enot-war/preViewNotice.do?noticeId=430984>

### I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://enot.publicprocurement.be/enot-war/preViewNotice.do?noticeId=430984>  
Additional information can be obtained from the abovementioned address  
Tenders or requests to participate must be submitted electronically via: [https://eten.publicprocurement.be/etendering/viewWorkspacesBasedOnExtUrl.do?wsName=GGC+te+Brussel-2021\\_P\\_01-F02](https://eten.publicprocurement.be/etendering/viewWorkspacesBasedOnExtUrl.do?wsName=GGC+te+Brussel-2021_P_01-F02)

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

Regional or local authority

### I.5. Main activity

General public services

---

## Section II: Object

### II.1. Scope of the procurement

#### II.1.1. Title

Marché public de services relatif à la mise en place d'un call center chargé de campagnes de sensibilisation dans le domaine de la santé  
Reference number: GGC te Brussel-2021\_P\_01-F02\_0

#### II.1.2. Main CPV code

79512000 Call centre

### **II.1.3. Type of contract**

Services

### **II.1.4. Short description**

Le contact center exécutera principalement les missions suivantes liées à la Campagne, justifiant le recours à l'utilisation des ressources suivantes:

- Traitement d'appels entrants: informer et répondre aux questions de citoyens, encodage d'informations liées à un dossier, aide à la réservation de rendez-vous
- Traitement d'appels sortants: contacter des citoyens dans le cadre de campagnes prédéfinies (ex. tracing, testing, vaccination, enquêtes)
- Envoi de SMS pour informer les citoyens et susciter certaines actions
- Echanges avec des citoyens par email, facebook, WhatsApp, Twitter, ...

### **II.1.5. Estimated total value**

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

This contract is divided into lots: no

## **II.2. Description**

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

NUTS code: BE10 Région de Bruxelles-Capitale/ Brussels Hoofdstedelijk Gewest

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

Le contact center exécutera principalement les missions suivantes liées à la Campagne, justifiant le recours à l'utilisation des ressources suivantes:

- Traitement d'appels entrants: informer et répondre aux questions de citoyens, encodage d'informations liées à un dossier, aide à la réservation de rendez-vous
- Traitement d'appels sortants: contacter des citoyens dans le cadre de campagnes prédéfinies (ex. tracing, testing, vaccination, enquêtes)
- Envoi de SMS pour informer les citoyens et susciter certaines actions
- Echanges avec des citoyens par email, facebook, WhatsApp, Twitter, ...

### **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**

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

Duration in months: 24

This contract is subject to renewal: yes

Description of renewals:

Le marché peut faire l'objet d'une reconduction expresse de 2 fois 1 an.

### **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.1.2. 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

### 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: 17/01/2022 Local time: 10:30

##### 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

French, Dutch

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

Tender must be valid until: 18/04/2022

##### IV.2.7. Conditions for opening of tenders

Date: 17/01/2022 Local time: 10:30

### Section VI: Complementary information

---

#### VI.1. Information about recurrence

This is a recurrent procurement: no

#### VI.3. Additional information

#### VI.4. Procedures for review

##### VI.4.1. Review body

Official name: Conseil d'Etat

Postal address: Rue de la Science, 33

Town: Bruxelles

Postal code: 1040

Country: Belgium

Internet address: <http://www.raadvst-consetat.be/?lang=fr>

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

06/12/2021