

Netherlands-Amsterdam: Reception and Switchboard Management and Hosting Services

OJ S 209/2023 30/10/2023

**Contract notice
Services****Legal Basis:**

Regulation (EU, Euratom) No 2018/1046

Section I: Contracting authority

I.1. Name and addresses

Official name: European Medicines Agency (EMA)

Postal address: Domenico Scarlattilaan 6

Town: Amsterdam

NUTS code: NL329 Groot-Amsterdam

Postal code: 1083

Country: Netherlands

E-mail: EMA.2023.OP.0019@ema.europa.eu**Internet address(es):**Main address: <https://www.ema.europa.eu>**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=15671>

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=15671>**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**

Reception and Switchboard Management and Hosting Services

Reference number: EMA/2023/OP/0019

II.1.2. Main CPV code

79992000 Reception services

II.1.3. Type of contract

Services

II.1.4. Short description

The European Medicines Agency (EMA) wishes to conclude a contract with an experienced contractor to provide reception, switchboard and hosting services for staff, delegates and visitors at the EMA building in Amsterdam.

II.1.5. Estimated total value

Value excluding VAT: 3 600 000,00 EUR

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

79992000 Reception services, 64214200 Telephone switchboard services

II.2.3. Place of performance

NUTS code: NL329 Groot-Amsterdam

Main site or place of performance: The premises of the European Medicines Agency (EMA), located at Domenico Scarlattilaan 6, 1086 HS Amsterdam, THE NETHERLANDS.

II.2.4. Description of the procurement

Provision of reception, switchboard and hosting services for staff, delegates and visitors at the EMA building in Amsterdam.

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: 3 600 000,00 EUR

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

Duration in months: 48

This contract is subject to renewal: yes

Description of renewals:

The contract will be concluded for an initial period of 24 months with the possibility of two renewals each of 12 months (maximum contract duration is 4 years).

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

The framework contract ceiling is EUR 3 600 000,00 (Heading II.2.6). Please see section 8 of the technical specifications for additional information.

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:

Selection criteria as stated in the procurement documents.

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.

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: 30/11/2023 Local time: 12:00

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: 9 (from the date stated for receipt of tender)

IV.2.7. Conditions for opening of tenders

Date: 30/11/2023 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.

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. In case of unavailability or disruptions in the functioning of the electronic means of communication provided in Section I.3) in the last 5 calendar days before the time limit for receipt indicated in Section IV.2.2), the contracting authority reserves the right to extend this time limit and publish the extension at the internet address provided in Section I.3), without a preceding publication of a corrigendum to this notice. Economic operators interested in this procurement are invited to subscribe to the call for tenders at the address in Section I.3) in order to get notified when new information or documents are published.

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.

VI.5. Date of dispatch of this notice

23/10/2023