

**Belgium-Brussels: Creation of a Code of Conduct for Online Ratings and Reviews for Tourism Accommodation**

OJ S 241/2023 14/12/2023

Contract award notice

Services

**Legal Basis:**

Regulation (EU, Euratom) No 2018/1046

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: European Commission, Directorate-General for Internal Market, Industry, Entrepreneurship and SMEs (GROW), GROW.G.1 – Tourism, Textiles

Postal address: Avenue d'Auderghem 45

Town: Brussels

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

Postal code: 1049

Country: Belgium

E-mail: [grow-procurement@ec.europa.eu](mailto:grow-procurement@ec.europa.eu)

**Internet address(es):**

Main address: <https://ec.europa.eu/growth/>

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

European institution/agency or international organisation

**I.5. Main activity**

General public services

**Section II: Object**

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**II.1. Scope of the procurement****II.1.1. Title**

Creation of a Code of Conduct for Online Ratings and Reviews for Tourism Accommodation

Reference number: GROW/2022/OP/0042

**II.1.2. Main CPV code**

79400000 Business and management consultancy and related services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Creation of a code of conduct for online ratings and reviews for tourism accommodation.

**II.1.6. Information about lots**

This contract is divided into lots: no

**II.1.7. Total value of the procurement**

Value excluding VAT: 500 000,00 EUR

## **II.2. Description**

### **II.2.2. Additional CPV code(s)**

79400000 Business and management consultancy and related services

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

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

Main site or place of performance: Avenue d'Auderghem 45, 1049 Brussels, BELGIUM.

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

Creation of a code of conduct for online ratings and reviews for tourism accommodation.

### **II.2.5. Award criteria**

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

### **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  
(<https://etendering.ted.europa.eu/cft/cft-display.html?cftId=12797>).

### **II.2.14. Additional information**

## **Section IV: Procedure**

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### **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: yes

### **IV.2. Administrative information**

#### **IV.2.1. Previous publication concerning this procedure**

Notice number in the OJ S: [2023/S 116-364587](#)

#### **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**

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### **Title:**

Creation of a Code of Conduct for Online Ratings and Reviews for Tourism Accommodation

A contract/lot is awarded: yes

## **V.2. Award of contract**

### **V.2.1. Date of conclusion of the contract**

22/11/2023

### **V.2.2. Information about tenders**

Number of tenders received: 4

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

### **V.2.3. Name and address of the contractor**

Official name: Kantar Belgium

Town: Brussels

NUTS code: BE1 Région de Bruxelles-Capitale/Brussels Hoofdstedelijk Gewest

Country: Belgium

The contractor is an SME: no

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

Initial estimated total value of the contract/lot: 500 000,00 EUR

Total value of the contract/lot: 463 950,00 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: 3 %

## **Section VI: Complementary information**

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### **VI.3. Additional information**

### **VI.4. Procedures for review**

#### **VI.4.1. Review body**

Official name: General Court of the European Union

Postal address: Rue du Fort Niedergrünewald

Town: Luxembourg

Postal code: L-2925

Country: Luxembourg

Telephone: +352 4303-1

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

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

07/12/2023