



Supplement to the Official Journal of the European Union

Info and online forms: <http://simap.ted.europa.eu>

CONTRACT AWARD NOTICE

Results of the procurement procedure
Directive 2014/24/EU

SECTION I: CONTRACTING AUTHORITY

I.1) Name and addresses

(please identify all contracting authorities responsible for the procedure)

Official name: Münze Österreich AG		National registration number: 055543g	
Postal address: Am Heumarkt 1			
Town: Wien	NUTS code: AT1	Postal code: 1030	Country: Austria
Contact person:		Telephone: +43 171715-0	
E-mail: einkauf@austrian-mint.at		Fax:	
Internet address(es) Main address: (URL) https://www.muenzeoesterreich.at/ Address of the buyer profile: (URL)			

I.2) Joint procurement

<input type="checkbox"/> The contract involves joint procurement
In the case of joint procurement involving different countries, state applicable national procurement law:
<input type="checkbox"/> The contract is awarded by a central purchasing body

I.4) TYPE OF THE CONTRACTING AUTHORITY

<input type="checkbox"/> Ministry or any other national or federal authority, including their regional or local subdivisions	<input checked="" type="checkbox"/> Body governed by public law
<input type="checkbox"/> National or federal agency/office	<input type="checkbox"/> European institution/agency or international organisation
<input type="checkbox"/> Regional or local authority	<input type="checkbox"/> Other:
<input type="checkbox"/> Regional or local agency/office	

I.5) MAIN ACTIVITY

<input type="checkbox"/> General public services	<input type="checkbox"/> Housing and community amenities
<input type="checkbox"/> Defence	<input type="checkbox"/> Social protection
<input type="checkbox"/> Public order and safety	<input type="checkbox"/> Recreation, culture and religion
<input type="checkbox"/> Environment	<input type="checkbox"/> Education
<input checked="" type="checkbox"/> Economic and financial affairs	<input type="checkbox"/> Other activity:
<input type="checkbox"/> Health	

SECTION II: OBJECT**II.1) Scope of the procurement**

II.1.1) Title: Callcenter	Reference number: G15143564
II.1.2) Main CPV-Code: 79342320 Supplementary CPV-Code: [][][] [][][]	
II.1.3) Type of contract <input type="radio"/> Works <input type="radio"/> Supplies <input checked="" type="radio"/> Services	
II.1.4) Short description: Callcenter	
II.1.6) Information about lots This contract is divided into lots <input type="radio"/> yes <input checked="" type="radio"/> no	
II.1.7) Total value of the procurement (excluding VAT) Value: [470415] (Please give the total value of the procurement. For information about individual contracts, please use section V) or Lowest offer: [] / Highest offer:[] taken into consideration Currency: EUR (for framework agreements – total maximum value for their entire duration) (for dynamic purchasing systems – value of contract(s) not included in previous contract award notices) (for contracts based on framework agreements, if required – value of contract(s) not included in previous contract award notices)	

II.2) Description

II.2.1) TITLE:	
II.2.2) Additional CPV code(s) Main CPV code: [][][][][][][][][] Supplementary CPV-Code: [][][][] [][][][] Main CPV code: [][][][][][][][][] Supplementary CPV-Code: [][][][] [][][][] Main CPV code: [][][][][][][][][] Supplementary CPV-Code: [][][][] [][][][] Main CPV code: [][][][][][][][][] Supplementary CPV-Code: [][][][] [][][][]	
Place of performance NUTS code: AT1 Main site or place of performance: Wien	
II.2.4) Description of the procurement: Callcenter (nature and quantity of works, supplies or services or indication of needs and requirements)	
II.2.5) Award criteria	
<input checked="" type="checkbox"/> Quality criterion Name: Mitarbeiterfluktuation / Weighting: 8 Name: Konzept / Weighting: 12	
<input type="radio"/> Cost criterion <input type="radio"/> Price Name: bewertungsrelevanter Gesamtpreis / Weighting: 80 Name: undefined / Weighting: undefined Name: undefined / Weighting: undefined Name: undefined / Weighting: undefined	
II.2.11) Information about options <input checked="" type="checkbox"/> Options: Description of options: erhöhtes Servicelevel 80/30 oder 90/20	
II.2.13) Information about European Union funds The procurement is related to a project and/or programme financed by European Union funds <input type="radio"/> yes <input checked="" type="radio"/> no	

Identification of the project:
II.2.14) Additional information:

SECTION IV: PROCEDURE

IV.1) Description

<p>IV.1.1) Type of procedure</p> <p><input type="radio"/> Open procedure</p> <p><input type="checkbox"/> Accelerated procedure: Justification:</p> <p><input type="radio"/> Restricted procedure</p> <p><input type="checkbox"/> Accelerated procedure: Justification:</p> <p><input checked="" type="radio"/> Competitive procedure with negotiation</p> <p><input type="checkbox"/> Accelerated procedure: Justification:</p> <p><input type="radio"/> Competitive dialogue</p> <p><input type="radio"/> Innovation partnership</p> <p><input type="radio"/> Award of a contract without prior publication of a call for competition in the Official Journal of the European Union in the cases listed below (please complete Annex D1)</p>
<p>IV.1.3) Information about a framework agreement or a dynamic purchasing system</p> <p><input type="checkbox"/> The procurement involves the establishment of a framework agreement</p> <p><input type="checkbox"/> A dynamic purchasing system was set up</p>
<p>IV.1.6) Information about electronic auction</p> <p><input type="checkbox"/> An electronic auction has been used</p>
<p>IV.1.8) Information about the Government Procurement Agreement (GPA)</p> <p>The procurement is covered by the Government Procurement Agreement <input type="radio"/> yes <input checked="" type="radio"/> no</p>

IV.2) Administrative information

<p>IV.2.1) Previous publication concerning this procedure</p> <p>Notice number in the OJ S: 2019/S 174-424419 (One of the following: Prior information notice used as a call for competition; Contract notice; Voluntary ex ante transparency notice)</p>
<p>IV.2.8) Information about termination of dynamic purchasing system</p> <p><input type="checkbox"/> An electronic auction has been used:</p>
<p>IV.2.9) Information about termination of call for competition in the form of a prior information notice</p> <p><input type="checkbox"/> The contracting authority will not award any further contracts based on the above prior information notice</p>

SECTION V: AWARD OF CONTRACT

Contract No:[] Lot No:[] Title:

A contract/lot is awarded yes no

V.1) Information on non-award

The contract/lot is not awarded <input type="radio"/> No tenders or requests to participate were received or all were rejected <input type="radio"/> Other reasons (discontinuation of procedure) Notice reference: [][][][]-[][][][][] (year and document number)
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V.2) Award of contract

Date of conclusion of the contract: 21/02/2020 (dd/mm/yyyy)
Number of tenders received: [4] Number of tenders received from SMEs: [4] (SME – as defined in Commission Recommendation 2003/361/EC) Number of tenders received from tenderers from other EU Member States: [0] Number of tenders received from tenderers from non-EU Member States: [0] Number of tenders received by electronic means: [4] The contract has been awarded to a group of economic operators <input type="radio"/> yes <input checked="" type="radio"/> no

V.2.3) Name and address of the contractor

Official name: Benefit Partner GmbH	National registration number: 318524 v		
Postal address: Europaplatz 7,			
Town: St. Pöten	NUTS code: AT1	Postal code: 3100	Country: Austria
E-mail:	Telephone:		
Internet address:(URL)	Fax:		
The contractor is an SME <input checked="" type="radio"/> yes <input type="radio"/> no			

V.2.4) Information on value of the contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: [] (for framework agreements or dynamic purchasing systems – estimated total maximum value for the entire duration of this lot) Total value of the contract/lot: [470415] or Lowest offer: [] / Highest offer: [] taken into consideration Currency: [][][] (for framework agreements – total maximum value for this lot) (for dynamic purchasing systems – value of contract(s) for this lot not included in previous contract award notices) (for contracts based on framework agreements, if required – value of contract(s) for this lot not included in previous contract award notices)

V.2.5) Information about subcontracting

<input checked="" type="checkbox"/> Value or proportion likely to be subcontracted to third parties: Value or proportion likely to be subcontracted to third parties Value excluding VAT: [] Currency: [][][] Proportion: [] % Short description of the part of the contract to be subcontracted:
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SECTION VI: COMPLEMENTARY INFORMATION

VI.3) Additional information

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VI.4) Procedures for review

VI.4.1) Review body		
Official name: Bundesverwaltungsgericht		
Postal address: Erdbergstraße 192 – 196		
Town: Wien	Postal code: 1030	Country: Austria
E-mail: einlaufstelle@bvwg.gv.at	Telephone: +43 1/60149/0	
Internet-Address:(URL) https://www.bvwg.gv.at/	Fax: +43 71123/8891541	
VI.4.2) Body responsible for mediation procedures		
Official name:		
Postal address:		
Town:	Postal code:	Country: Austria
E-mail:	Telephone:	
Internet-Address:(URL)	Fax:	
VI.4.3) Review procedure		
Precise information on deadline(s) for review procedures:		
VI.4.4) Service from which information about the review procedure may be obtained		
Official name:		
Postal address:		
Town:	Postal code:	Country: Austria
E-mail:	Telephone:	
Internet-Address:(URL)	Fax:	

VI.5) Date of dispatch of this notice: (dd/mm/yyyy) (dd/mm/yyyy) 21/02/2020

Annex D1 – General procurement**Justification for the award of the contract without prior publication of a call for competition in the Official Journal of the European Union
Directive 2014/24/EU**

(please select the relevant option and provide an explanation)

- 1. Justification for the choice of the negotiated procedure without prior publication of a call for competition in accordance with Article 32 of Directive 2014/24/EU**
- No tenders or no suitable tenders/requests to participate in response to:
- open procedure**
 - restricted procedure**
- The products involved are manufactured purely for the purpose of research, experiment, study or development under the conditions stated in the directive (for supplies only):
- The works, supplies or services can be provided only by a particular economic operator for the following reason:
- absence of competition for technical reasons**
 - procurement aiming at the creation or acquisition of a unique work of art or artistic performance**

protection of exclusive rights, including intellectual property rights

- Extreme urgency brought about by events unforeseeable for the contracting authority and in accordance with the strict conditions stated in the directive:
- Additional deliveries by the original supplier ordered under the strict conditions stated in the directive:
- New works/services, constituting a repetition of existing works/services and ordered in accordance with the strict conditions stated in the directive:
- Service contract to be awarded to the winner or one of winners under the rules of a design contest:
- Procurement of supplies quoted and purchased on a commodity market:
- Purchase of supplies or services on particularly advantageous terms:

from a supplier which is definitively winding up its business activities

from the liquidator in an insolvency procedure, an arrangement with creditors or a similar procedure under national laws and regulations

2. Other justification for the award of the contract without prior publication of a call for competition in the Official Journal of the European Union

- The procurement falls outside the scope of application of the directive:

3.Explanation

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