

05/12/2025

1. Buyer

1.1 Buyer

Official name : Europees Parlement Directoraat-Generaal voor Communicatie

Legal type of the buyer: EU institution, body or agency

Activity of the contracting authority: General public services

2. Procedure

2.1 Procedure

Title: Europa Experience Floor Staff - NL

Description: Outsourcing a number of staff activities to a service provider (Contractor) who will provide the necessary personnel (floor staff) for services such as reception and facilitation or similar services in the Europa Experience in The Hague, a new informative multimedia centre in The Hague about the European Union. The priority task of the floor staff is the welcoming and facilitating of visitors. A people-oriented approach, in addition to knowledge of the EU, are key in this. n/a

Procedure identifier: 41ad5e13-a302-4088-a3a6-16a36bbb215b

Internal identifier: 729176-2025

Type of procedure: Open

The procedure is accelerated: no

2.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 92521100 Museum-exhibition services

2.1.2 Place of performance

Country: Netherlands

Anywhere in the given country

Additional information: The Hague

2.1.4 General information

Legal basis:

Directive 2014/24/EU

2.1.6 Grounds for exclusion

Sources of grounds for exclusion: European Single Procurement Document (ESPD)

5. Lot

5.1 Lot technical ID: LOT-0000

Title: Europa Experience Floor Staff - NL
Description: Outsourcing a number of staff activities to a service provider (Contractor) who will provide the necessary personnel (floor staff) for services such as reception and facilitation or similar services in the Europa Experience. n/a

Internal identifier: 1

5.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 92521100 Museum-exhibition services

Options: Description of the options: N/a

5.1.2 Place of performance

Country: Netherlands
Anywhere in the given country

Additional information: The Hague

5.1.3 Estimated duration

Duration: 12 Month

5.1.4 Renewal

Maximum renewals: 3

Other information about renewals: The framework contract is concluded for an initial period of 12 (twelve) months, renewable (three) time(s). Please consult the draft framework contract in the procurement documents.

5.1.6 General information

Reserved participation: Participation is not reserved.

The names and professional qualifications of the staff assigned to perform the contract must be given: Not required

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): yes

5.1.7 Strategic procurement

Aim of strategic procurement: No strategic procurement

5.1.9 Selection criteria

Sources of selection criteria: European Single Procurement Document (ESPD)

5.1.10 Award criteria

Criterion:

Type: Quality

Name: Quality

Description: Please consult the procurement documents.

Category of award threshold criterion: Weight (points, exact)

Award criterion number: 60

Criterion:

Type: Price

Name: Price

Description: Please consult the procurement documents.

Category of award threshold criterion: Weight (points, exact)

Award criterion number: 40

5.1.11 Procurement documents

Deadline for requesting additional information: 29/12/2025 23:59 +01:00

Address of the procurement documents: <https://ec.europa.eu/info/funding-tenders/opportunities/portal/screen/opportunities/tender-details/23df93d9-5b1a-43b4-80c4-421191443895-CN?keywords=floor%20staff&isExactMatch=true&order=DESC&pageNumber=1&pageSize=50&sortBy=startD>

Ad hoc communication channel:

URL: <https://ec.europa.eu/info/funding-tenders/opportunities/portal/screen/opportunities/tender-details/23df93d9-5b1a-43b4-80c4-421191443895-CN?keywords=floor%20staff&isExactMatch=true&order=DESC&pageNumber=1&pageSize=50&sortBy=startD>

5.1.12 Terms of procurement

Terms of submission:

Electronic submission: Allowed

Address for submission: [https://ec.europa.eu/info/funding-tenders/opportunities/portal/screen/opportunities/tender-details/23df93d9-5b1a-43b4-80c4-421191443895-CN?order=DESC&pageNumber=1&pageSize=50&sortBy=startDate&keywords=floor%](https://ec.europa.eu/info/funding-tenders/opportunities/portal/screen/opportunities/tender-details/23df93d9-5b1a-43b4-80c4-421191443895-CN?order=DESC&pageNumber=1&pageSize=50&sortBy=startDate&keywords=floor%20staff&isExactMatch=true&order=DESC&pageNumber=1&pageSize=50&sortBy=startD)

20staff&isExactMatch=true

Languages in which tenders or requests to participate may be submitted:

Dutch

Electronic catalogue:

Not allowed

Variants:

Not allowed

Deadline for receipt of tenders:

08/01/2026 17:00 +01:00

Deadline until which the tender must remain valid:

48 Month

Information about public opening:

Opening date

09/01/2026 11:00 +01:00

:

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes:

No

Electronic invoicing:

Required

Electronic ordering will be used:

no

Electronic

payment will be used:

no

5.1.15 Techniques

Framework agreement:

Framework agreement, without reopening of competition

Maximum

number of

1

participants:

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16 Further information, mediation and review

Review

Europees Parlement Directoraat-Generaal voor Communicatie - General Court of the Court of Justice of the European Union

Organisation providing additional information about the procurement procedure: Europees Parlement Directoraat-Generaal voor Communicatie

Organisation providing more information on the review procedures: Europees Parlement Directoraat-Generaal voor Communicatie

Organisation receiving requests to participate: Europees Parlement Directoraat-Generaal voor Communicatie

8. Organisations

8.1 ORG-0001

Official name : Europees Parlement Directoraat-Generaal voor Communicatie

Registration number: 892551122

Postal address : Wiertzstraat 60

Town: Brussel

Postcode: B-1047

Country subdivision (NUTS): Arr. de Bruxelles-Capitale/Arr. Brussel-Hoofdstad (BE100)

Country: Belgium

Contact point : Liaisonbureau van het Europees Parlement in Nederland

Email: epdenhaag@europarl.europa.eu

Telephone: +31 703135400

Internet address: <https://www.the-secretary-general.europarl.europa.eu/en/directorates-general/comm>

Other contact points:

Official name : General Court of the Court of Justice of the European Union

Town: Luxembourg

Postcode: L-2925

Country subdivision (NUTS): Luxembourg (LU000)

Country: Luxembourg

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

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

Organisation receiving requests to participate

Review organisation

Organisation providing more information on the review procedures

Notice information

Notice

identifier e2687526-60b7-40fb-955f-74f27a0ad8e9 - 01

/version:

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice

dispatch date 05/12/2025 15:07 +01:00

:

Languages in

which this

notice is English

officially

available: