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**Malta-Valletta: Provision of Interpretation and/or Cultural Mediation Services for EUAA**  
**2024/S 009-022034**

**Contract award notice**

**Results of the procurement procedure**

**Services**

**Legal Basis:**

Regulation (EU, Euratom) No 2018/1046

**Section I: Contracting authority**

**I.1) Name and addresses**

Official name: European Union Agency for Asylum (EUAA)

Postal address: Winemakers Wharf, Grand Harbour

Town: Valletta

NUTS code: MT0 Malta

Postal code: MRS 1917

Country: Malta

E-mail: [contracts@euaa.europa.eu](mailto:contracts@euaa.europa.eu)

**Internet address(es):**

Main address: <http://euaa.europa.eu/>

Address of the buyer profile: <https://euaa.europa.eu/procurement>

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

European institution/agency or international organisation

**I.5) Main activity**

Other activity: Asylum

**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title:**

Provision of Interpretation and/or Cultural Mediation Services for EUAA

Reference number: EUAA/2022/052

**II.1.2) Main CPV code**

79540000 Interpretation services

**II.1.3) Type of contract**

Services

**II.1.4) Short description:**

The overall objective of this procurement procedure is to conclude multiple framework service contracts (from lot 1 to lot 5) and a single framework contract (lot 6) (hereinafter FWCs) for the provision of reliable and high-quality services of face-to-face interpretation and/or cultural mediation and/or remote interpretation.

**II.1.6) Information about lots**

This contract is divided into lots: yes

**II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: 100 000 000.00 EUR

II.2) **Description**

II.2.1) **Title:**

Provision of Interpretation and/or Cultural Mediation Services for EUAA in the UK, Turkey, Albania, Bosnia and Herzegovina, North Macedonia, Moldova, Kosovo, Montenegro, Serbia and Other Countries  
Lot No: 4

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

79540000 Interpretation services

II.2.3) **Place of performance**

NUTS code: 1A Kosovo  
NUTS code: AL Shqipëria  
NUTS code: BA Bosnia And Herzegovina  
NUTS code: MD Moldova  
NUTS code: ME Црна Гора / Crna Gora  
NUTS code: MK Северна Македонија / Severna Makedonija  
NUTS code: RS Srbija/Србија / Serbia  
NUTS code: TR Türkiye  
NUTS code: UK United Kingdom  
Main site or place of performance:  
UK, Turkey, Albania, Bosnia and Herzegovina, North Macedonia, Moldova, Kosovo, Montenegro, Serbia and other countries.

II.2.4) **Description of the procurement:**

Provision of interpretation and/or cultural mediation services for EUAA in the UK, Turkey, Albania, Bosnia and Herzegovina, North Macedonia, Moldova, Kosovo, Montenegro, Serbia and other countries.

II.2.5) **Award criteria**

Quality criterion - Name: Quality of the proposal / Weighting: 60  
Price - Weighting: 40

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 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

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.2.1) **Previous publication concerning this procedure**

Notice number in the OJ S: [2022/S 236-680339](#)

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**

**Contract No:** EUAA/2022/052

**Lot No:** 4 Ranked 1

**Title:**

Provision of Interpretation and/or Cultural Mediation Services for EUAA in the UK, Turkey, Albania, Bosnia and Herzegovina, North Macedonia, Moldova, Kosovo, Montenegro, Serbia and Other Countries

A contract/lot is awarded: yes

V.2) **Award of contract**

V.2.1) **Date of conclusion of the contract:**

18/12/2023

V.2.2) **Information about tenders**

Number of tenders received: 5

Number of tenders received from SMEs: 2

Number of tenders received by electronic means: 5

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

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

Official name: ONCALL Europa Language Services SPRL

Town: Brussels

NUTS code: BE Belgique / België

Country: Belgium

The contractor is an SME: yes

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

Initial estimated total value of the contract/lot: 520 000.00 EUR

Total value of the contract/lot: 520 000.00 EUR

V.2.5) **Information about subcontracting**

**Section V: Award of contract**

**Contract No:** EUAA/2022/052

**Lot No:** 4 Ranked 2

**Title:**

Provision of Interpretation and/or Cultural Mediation Services for EUAA in the UK, Turkey, Albania, Bosnia and Herzegovina, North Macedonia, Moldova, Kosovo, Montenegro, Serbia and Other Countries

A contract/lot is awarded: yes

V.2) **Award of contract**

V.2.1) **Date of conclusion of the contract:**

18/12/2023

V.2.2) **Information about tenders**

Number of tenders received: 5

Number of tenders received from SMEs: 2

Number of tenders received by electronic means: 5

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

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

Official name: Interpreti Traduttori Mediatori Srl  
Town: Rome  
NUTS code: IT Italia  
Country: Italy  
The contractor is an SME: no

- V.2.4) **Information on value of the contract/lot (excluding VAT)**  
Initial estimated total value of the contract/lot: 520 000.00 EUR  
Total value of the contract/lot: 520 000.00 EUR

- V.2.5) **Information about subcontracting**

**Section V: Award of contract**

**Contract No:** EUAA/2022/052

**Lot No:** 4 Ranked 3

**Title:**

Provision of Interpretation and/or Cultural Mediation Services for EUAA in the UK, Turkey, Albania, Bosnia and Herzegovina, North Macedonia, Moldova, Kosovo, Montenegro, Serbia and Other Countries

A contract/lot is awarded: yes

- V.2) **Award of contract**

- V.2.1) **Date of conclusion of the contract:**  
18/12/2023

- V.2.2) **Information about tenders**  
Number of tenders received: 5  
Number of tenders received from SMEs: 2  
Number of tenders received by electronic means: 5  
The contract has been awarded to a group of economic operators: no

- V.2.3) **Name and address of the contractor**  
Official name: Metadrasi - Action for Migration and Development  
Town: Athens  
NUTS code: EL Ελλάδα / Elláda  
Country: Greece  
The contractor is an SME: no

- V.2.4) **Information on value of the contract/lot (excluding VAT)**  
Initial estimated total value of the contract/lot: 520 000.00 EUR  
Total value of the contract/lot: 520 000.00 EUR

- V.2.5) **Information about subcontracting**

**Section VI: Complementary information**

- 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 Niedergrünwald  
Town: Luxembourg  
Postal code: L-2925  
Country: Luxembourg  
Telephone: +352 4303-1  
Fax: +352 4302-2100  
Internet address: <http://curia.europa.eu>

VI.5) **Date of dispatch of this notice:**  
05/01/2024