

Netherlands-Utrecht: Telephone switchboard services
OJ S 5/2022 07/01/2022
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Stichting Verenigingsbureau Publieke Gezondheid en Veiligheid Nederland

National registration number: 452204018

Postal address: Zwarte Woud 2

Town: UTRECHT

NUTS code: NL Nederland

Postal code: 3524 SJ

Country: Netherlands

Contact person: Edson Nino Lopulalan

E-mail: Nino.lopulalan@significant.nl

Telephone: +31 683163872

Internet address(es):

Main address: <http://www.ggdghor.nl>

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

Health

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Klantcontactdiensten

II.1.2. Main CPV code

64214200 Telephone switchboard services

II.1.3. Type of contract

Services

II.1.4. Short description

De aanbesteding heeft betrekking op de levering van klantcontactdiensten ten behoeve van GGD GHOR Nederland en haar samenwerkingspartners. Naar verwachting worden de klantcontactdiensten afgenomen in relatief beperkte omvang en dient/dienen de leverancier(s) zijn diensten zodanig in te richten dat hij standby staat om snel (gecontroleerd) kan opschalen en kan afschalen. De klantcontactdiensten dienen onder meer ter ondersteuning van infectieziektebestrijding zoals de bestrijding van Covid-19 en de bevordering van publieke gezondheid.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 2 000 000 000,00 EUR

II.2. Description

II.2.2. Additional CPV code(s)

64000000 Postal and telecommunications services

II.2.3. Place of performance

NUTS code: NL Nederland

II.2.4. Description of the procurement

Opdrachtgever kan onmogelijk een accurate hoeveelheid of omvang van de gevraagde diensten aangeven. Ter toelichting verwijst Opdrachtgever naar paragraaf 2.2 van het Beschrijvend Document.

II.2.5. Award criteria

Quality criterion - Name: G1 Flexibiliteit & Continuïteit / Weighting: 20

Quality criterion - Name: G2 Informatievoorziening & sturing / Weighting: 15

Quality criterion - Name: G3 Kwaliteit van Dienstverlening / Weighting: 30

Quality criterion - Name: G4 Implementatie & Exitstrategie / Weighting: 15

Price - Weighting: 20

II.2.11. Information about options

Options: yes

Description of options:

Opdrachtgever heeft in paragraaf 2.6 van het Beschrijvend Document diverse voorbehouden en opties geformuleerd. Deze komen er verkort weergegeven op neer dat Opdrachtgever zich het recht voorbehoudt de voorwaarden van de Raamovereenkomst te wijzigen indien wijziging in het toepasselijke wettelijke kader voor informatieveiligheid daartoe aanleiding geeft, diverse optionele diensten af te nemen zoals gedefinieerd in het Beschrijvend Document, de omvang van de opdracht uit te breiden met een beroep op artikel 2.163a Aanbestedingswet 2012 en verder.

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: yes

IV.2. Administrative information

IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2021/S 161-424172](#)

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: 1

Title:

Klantcontactdiensten

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

21/12/2021

V.2.2. Information about tenders

Number of tenders received: 6

Number of tenders received by electronic means: 6

The contract has been awarded to a group of economic operators: yes

V.2.3. Name and address of the contractor

Official name: Webhelp Nederland B.V.

National registration number: 27117788

Postal address: Koraalrood 50

Town: ZOETERMEER

NUTS code: NL Nederland

Postal code: 2718SC

Country: Netherlands

E-mail: udo.helbers@webhelp.com

Telephone: +31 653724746

Internet address: <http://www.webhelp.com>

The contractor is an SME: no

V.2.3. Name and address of the contractor

Official name: TTC Health Services B.V.

National registration number: 80545181

Postal address: Joan Muyskenweg 22

Town: Amsterdam

NUTS code: NL Nederland

Postal code: 1096 CJ

Country: Netherlands

E-mail: robin.snak@riffonline.com

Telephone: +31 641204645
Internet address: <http://www.ttchs.com>
The contractor is an SME: yes

V.2.3. Name and address of the contractor

Official name: Yource Operations B.V. (Cendris Customer Contact B.V.)
National registration number: 34214461
Postal address: Beursplein 1
Town: LEEUWARDEN
NUTS code: NL Nederland
Postal code: 8911BE
Country: Netherlands
E-mail: heiko.kiwiet@yource.cc
Telephone: +31 625159426
Fax: +31 2255121
Internet address: <https://www.yource-group.com/nl>
The contractor is an SME: no

V.2.3. Name and address of the contractor

Official name: Unamic HCN B.V.
National registration number: 34139814
Postal address: P.J. Oudweg 7
Town: ALMERE
NUTS code: NL Nederland
Postal code: 1314CH
Country: Netherlands
E-mail: Rob.Mathot@conduent.com
Telephone: +31 0621590777
Internet address: <http://www.conduent.com>
The contractor is an SME: yes

V.2.3. Name and address of the contractor

Official name: PerfectCall B.V.
National registration number: 33287824
Postal address: Orfeoschouw 70
Town: ZOETERMEER
NUTS code: NL Nederland
Postal code: 2726JH
Country: Netherlands
E-mail: niels.vandenbroek@teleperformance.com
Telephone: +31 683982375
Internet address: <http://www.teleperformance.nl>
The contractor is an SME: no

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

Total value of the contract/lot: 2 000 000 000,00 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: Rechtbank Midden-Nederland

Town: Utrecht

Country: Netherlands

E-mail: info@rechtspraak.nl

Internet address: <http://www.rechtspraak.nl>

VI.5. Date of dispatch of this notice

04/01/2022