

Netherlands-Amsterdam: Postal and telecommunications services
OJ S 15/2023 20/01/2023
Contract notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Universiteit van Amsterdam
National registration number: 34370207
Postal address: Spui 21
Town: Amsterdam
NUTS code: NL Nederland
Postal code: 1012 WX
Country: Netherlands
Contact person: Thom Argante
E-mail: t.argante@uva.nl
Internet address(es):
Main address: www.uva.nl
Address of the buyer profile: www.uva.nl

I.1. Name and addresses

Official name: Hogeschool van Amsterdam
National registration number: 34215054
Postal address: Wibautstraat 3b
Town: Amsterdam
NUTS code: NL Nederland
Postal code: 1091 GH
Country: Netherlands
Contact person: Thom Argante
E-mail: t.argante@uva.nl
Internet address(es):
Main address: www.hva.nl
Address of the buyer profile: www.hva.nl

I.2. Information about joint procurement

The contract involves joint procurement

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://s2c.mercell.com/today/27931>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://s2c.mercell.com/today/27931>

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

Education

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Servicedesk Telefonie

II.1.2. Main CPV code

64000000 Postal and telecommunications services

II.1.3. Type of contract

Services

II.1.4. Short description

Dit betreft de aanschaf/inkoop van een Klant Contact Center (KCC) Telefonie oplossing met basisfunctionaliteiten die op termijn te ontwikkelen is naar een volledig klant contact center.

II.1.5. Estimated total value

Value excluding VAT: 1 000 000,00 EUR

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.3. Place of performance

NUTS code: NL Nederland

II.2.4. Description of the procurement

Servicedesk telefonie

II.2.5. Award criteria

Criteria below

Price

II.2.6. Estimated value

Value excluding VAT: 1 014 000,00 EUR

II.2.7. Duration of the contract, framework agreement or dynamic purchasing system

Duration in months: 24

This contract is subject to renewal: yes

Description of renewals:

Na initiële looptijd kan jaarlijks de overeenkomst met 12 maanden worden verlengd.

II.2.9. Information about the limits on the number of candidates to be invited

Envisaged number of candidates: 5

II.2.10. Information about variants

Variants will be accepted: no

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 III: Legal, economic, financial and technical information

III.1. Conditions for participation

III.1.2. Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3. Technical and professional ability

Selection criteria as stated in the procurement documents

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Restricted 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.2.2. Time limit for receipt of tenders or requests to participate

Date: 20/02/2023 Local time: 10:00

IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.2.4. Languages in which tenders or requests to participate may be submitted

Dutch

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Rechtbank van Amsterdam

Town: Amsterdam

Country: Netherlands

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

VI.5. Date of dispatch of this notice

17/01/2023