

Netherlands-Hilversum: Telephone-answering services

OJ S 20/2023 27/01/2023

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Stichting Nederlands Instituut voor Beeld en Geluid

National registration number: 31938551

Postal address: Media Parkboulevard 1

Town: HILVERSUM

NUTS code: NL Nederland

Postal code: 1217WE

Country: Netherlands

Contact person: Marilijn Schaap

E-mail: aanbestedingen@beeldengeluid.nl

Telephone: +31 356775555

Internet address(es):

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

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://www.tenderned.nl/aankondigingen/overzicht/286427/details>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://www.tenderned.nl/aankondigingen/overzicht/286427/details>

Tenders or requests to participate must be submitted to the abovementioned address

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

Recreation, culture and religion

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Bemensing van de DigiHulplijn

Reference number: 1407

II.1.2. Main CPV code

79510000 Telephone-answering services

II.1.3. Type of contract

Services

II.1.4. Short description

Beeld & Geluid is voornemens om door middel van een Europese aanbesteding één partij voor de bemensing van de DigiHulplijn ten behoeve van het project de Alliantie Digitaal Samenleven te contracteren. Het gaat hierbij om een aantal Agents die de telefoon aannemen en eventueel doorverbinden/doorverwijzen naar de getrainde vrijwilligers, de website, de lokale bibliotheek, IDO-punten, maatschappelijke organisaties, et cetera.

II.1.5. Estimated total value

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

79342300 Customer services

II.2.3. Place of performance

NUTS code: NL Nederland

II.2.4. Description of the procurement

De geraamde waarde van de Raamovereenkomst bedraagt over vier jaar circa €750.000,- exclusief btw. Aan deze raming kunnen geen rechten worden ontleend.

II.2.5. Award criteria

Criteria below

Quality criterion - Name: G1. Plan van aanpak / Weighting: 30

Quality criterion - Name: G2. Partnership / Weighting: 50

Price - Weighting: 20

II.2.6. Estimated value

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

Duration in months: 20

This contract is subject to renewal: yes

Description of renewals:

Beeld & Geluid heeft de mogelijkheid om de Raamovereenkomst onder dezelfde condities tweemaal te verlengen. Zie paragraaf 2.7 van het Beschrijvend Document.

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: yes

Description of options:

Beeld & Geluid heeft de mogelijkheid om de Raamovereenkomst onder dezelfde condities tweemaal te verlengen. Zie paragraaf 2.7 van het Beschrijvend Document.

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.1.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions:

- A1 - Uniform Europees Aanbestedingsdocument,
- U1 - Inschrijving in het nationale beroeps-/handelsregister

III.1.3. Technical and professional ability

List and brief description of selection criteria:

- E1 - Ervaring van de Inschrijver - Kerncompetentie A

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

Framework agreement with a single operator

In the case of framework agreements, provide justification for any duration exceeding 4 years:

Zie paragraaf 2.5 en 2.7 van het Beschrijvend Document

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: 13/03/2023 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

IV.2.6. Minimum time frame during which the tenderer must maintain the tender

Duration in months: 3 (from the date stated for receipt of tender)

IV.2.7. Conditions for opening of tenders

Date: 13/03/2023 Local time: 10:05

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 Den Haag

Postal address: Prins Clauslaan 60 1

Town: Den Haag

Postal code: 2595 AJ

Country: Netherlands

E-mail: voorlichting.rb.den.haag@rechtspraak.nl

Telephone: +31 883622200

Internet address: <https://www.rechtspraak.nl/rechtbank-den-haag>

VI.5. Date of dispatch of this notice

23/01/2023