

Netherlands-Utrecht: IT services: consulting, software development, Internet and support

OJ S 28/2021 10/02/2021

Contract notice

Services

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: Stichting Slachtofferhulp Nederland

National registration number: 472213272

Postal address: Moeder Teresalaan 100

Town: Utrecht

NUTS code: NL Nederland

Postal code: 3527 WB

Country: Netherlands

Contact person: Kees Koopmans

E-mail: [aanbesteding@slachtofferhulp.nl](mailto:aanbesteding@slachtofferhulp.nl)

Telephone: +31 302340116

**Internet address(es):**

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

**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://www.tenderned.nl/tenderned-web/aankondiging/detail/publicatie/akid/6c06dae667cddf4c6fbb26c592e8ee24>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://www.tenderned.nl/tenderned-web/aankondiging/detail/publicatie/akid/6c06dae667cddf4c6fbb26c592e8ee24>

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**

Other activity: Specifiek maatschappelijk werk

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**Section II: Object**

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

**II.1.1. Title**

ICT Dienst

Reference number: SHN2011

**II.1.2. Main CPV code**

72000000 IT services: consulting, software development, Internet and support

**II.1.3.**

## **Type of contract**

Services

### **II.1.4. Short description**

Opdrachtgever vraagt een ICT-Dienst, waarbij opdrachtgever haar behoefte zo veel mogelijk functioneel specificiert, en Opdrachtnemer verantwoordelijk is voor de gehele implementatie, beheer en doorontwikkeling ervan. Zie tevens de selectieleidraad.

### **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)**

48000000 Software package and information systems

### **II.2.3. Place of performance**

NUTS code: NL Nederland

NUTS code: NL3 West-Nederland

NUTS code: NL31 Utrecht

Main site or place of performance: Utrecht

### **II.2.4. Description of the procurement**

Zie selectieleidraad.

### **II.2.5. Award criteria**

Criteria below

Quality criterion - Name: Kwaliteit / Weighting: 70

Price - Weighting: 30

### **II.2.6. Estimated value**

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

Duration in months: 48

This contract is subject to renewal: yes

Description of renewals:

Optie voor opdrachtgever om na de initiële vier jaar de overeenkomst vier keer te verlengen voor de duur van telkens één jaar. De minimale duur van de Overeenkomst is vier jaar en de maximale duur van de overeenkomst is acht jaar inclusief alle mogelijke verlengingen.

### **II.2.10. Information about variants**

Variants will be accepted: no

### **II.2.11. Information about options**

Options: yes

Description of options:

N.v.t.

### **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

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### 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:

— Uniform Europees Aanbestedingsdocument.

#### III.1.2. Economic and financial standing

List and brief description of selection criteria:

— Accountantsverklaring,

— Solvabiliteitsverklaring,

— Verzekeringen voor Bedrijfs- en beroepsaansprakelijkheid.

#### III.1.3. Technical and professional ability

List and brief description of selection criteria:

— Kerncompetentie 1: aantoonbaar ervaring met de implementatie en beheer van hosting van Digitale werkomgevingen en applicaties,

— Kerncompetentie 2: aantoonbaar ervaring met het voeren van een Nederlandstalige service desk op afstand, ten behoeve van een ICT-dienst,

— Kerncompetentie 3: gegadigde heeft aantoonbaar ervaring met field engineering en support ten behoeve van een ICT Dienst,

— Kwaliteitsmanagement — algemeen,

— Milieumanagement ISO 14001.

## Section IV: Procedure

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### IV.1. Description

#### IV.1.1. Type of procedure

Competitive procedure with negotiation

#### IV.1.3. Information about a framework agreement or a dynamic purchasing system

#### IV.1.5. Information about negotiation

#### 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: 19/03/2021 Local time: 10:00

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

Date: 23/04/2021

#### 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)

## Section VI: Complementary information

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### VI.1. Information about recurrence

This is a recurrent procurement: no

### VI.3. Additional information

Deze aanbesteding volgt op de eerdere Europese aanbesteding ICT Diensten die via Tendered.nl onder nummer 258718 is gepubliceerd en de marktconsultatie ICT Dienstverlening zoals gepubliceerd via Tendered.nl onder nummer 278460.

### VI.4. Procedures for review

#### VI.4.1. Review body

Official name: Arrondissementsrechtbank Utrecht

Town: Utrecht

Country: Netherlands

E-mail: [midden-nederland@rechtspraak.nl](mailto:midden-nederland@rechtspraak.nl)

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

### VI.5. Date of dispatch of this notice

05/02/2021