

Netherlands-Utrecht: Customer satisfaction survey
OJ S 45/2019 05/03/2019
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: NFU

National registration number: 40481193

Postal address: Oudlaan 4

Town: Utrecht

NUTS code: NL Nederland

Postal code: 3515 GA

Country: Netherlands

Contact person: Mirjam de Pater

E-mail: mirjam@depaterconsultancy.nl

Telephone: +31 629014826

Internet address(es):

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

Address of the buyer profile: <https://platform.negometrix.com/PublishedTenders.aspx?tenderid=102834>

I.1. Name and addresses

Official name: Radboudumc

Town: Nijmegen

NUTS code: NL Nederland

Country: Netherlands

Contact person: Mirjam de Pater

E-mail: mirjam@depaterconsultancy.nl

Telephone: +31 629014826

Internet address(es):

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

Address of the buyer profile: <https://platform.negometrix.com/PublishedTenders.aspx?tenderid=102834>

I.1. Name and addresses

Official name: Erasmus MC

Town: Rotterdam

NUTS code: NL Nederland

Country: Netherlands

Contact person: Mirjam de Pater

E-mail: mirjam@depaterconsultancy.nl

Telephone: +31 629014826

Internet address(es):

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

Address of the buyer profile: <https://platform.negometrix.com/PublishedTenders.aspx?tenderid=102834>

I.1. Name and addresses

Official name: Amsterdam MC locatie VUmc

Town: Amsterdam

NUTS code: NL Nederland

Country: Netherlands

Contact person: Mirjam de Pater

E-mail: mirjam@depaterconsultancy.nl

Telephone: +31 629014826

Internet address(es):

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

Address of the buyer profile: <https://platform.negometrix.com/PublishedTenders.aspx?tenderid=102834>

I.1. Name and addresses

Official name: Amsterdam MC locatie AMC

Town: Amsterdam

NUTS code: NL Nederland

Country: Netherlands

Contact person: Mirjam de Pater

E-mail: mirjam@depaterconsultancy.nl

Telephone: +31 629014826

Internet address(es):

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

Address of the buyer profile: <https://platform.negometrix.com/PublishedTenders.aspx?tenderid=102834>

I.1. Name and addresses

Official name: Leids Universitair Medisch Centrum

Town: Leiden

NUTS code: NL Nederland

Country: Netherlands

Contact person: Mirjam de Pater

E-mail: mirjam@depaterconsultancy.nl

Telephone: +31 629014826

Internet address(es):

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

Address of the buyer profile: <https://platform.negometrix.com/PublishedTenders.aspx?tenderid=102834>

I.1. Name and addresses

Official name: Maastricht UMC+

Town: Maastricht

NUTS code: NL Nederland

Country: Netherlands

Contact person: Mirjam de Pater

E-mail: mirjam@depaterconsultancy.nl

Telephone: +31 629014826

Internet address(es):

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

Address of the buyer profile: <https://platform.negometrix.com/PublishedTenders.aspx?tenderid=102834>

I.1. Name and addresses

Official name: Universitair Medisch Centrum Groningen

Town: Groningen

NUTS code: NL Nederland

Country: Netherlands

Contact person: Mirjam de Pater

E-mail: mirjam@depaterconsultancy.nl

Telephone: +31 629014826

Internet address(es):

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

Address of the buyer profile: <https://platform.negometrix.com/PublishedTenders.aspx?tenderid=102834>

I.1. Name and addresses

Official name: Universitair Medisch Centrum Utrecht

Town: Utrecht

NUTS code: NL Nederland

Country: Netherlands

Contact person: Mirjam de Pater

E-mail: mirjam@depaterconsultancy.nl

Telephone: +31 629014826

Internet address(es):

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

Address of the buyer profile: <https://platform.negometrix.com/PublishedTenders.aspx?tenderid=102834>

I.2. Information about joint procurement

The contract involves joint procurement

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

Meting Patiëntervaringen

II.1.2. Main CPV code

79342311 Customer satisfaction survey

II.1.3. Type of contract

Services

II.1.4. Short description

Dit betreft een Europese aanbesteding voor de NFU en de umc's, waarbij NFU optreedt als penvoerder voor de umc's. De NFU en de umc's samen worden in deze aanbesteding verder aangeduid als Aanbestedende dienst.

Middels deze aanbesteding wenst de NFU te komen tot een langdurige overeenkomst met 1 opdrachtnemer die de meting van patiënt ervaringen gaat uitvoeren voor de NFU en de umc's, zodat zij input krijgen voor het vormgeven en verbeteren van de zorg, om uiteindelijk de beste ervaringen van zorg voor de patiënt te realiseren. De doelstellingen, randvoorwaarden, eisen en wensen zijn in deze aanbesteding verder uitgewerkt.

Aanbestedende dienst wenst per deelnemer een raamovereenkomst af te sluiten met 1 ondernemer voor 4 jaar, met 2 maal de mogelijkheid deze raamovereenkomst met 2 jaar te verlengen.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 1 120 000,00 EUR

II.2. Description

II.2.2. Additional CPV code(s)

79342310 Customer survey services

II.2.3. Place of performance

NUTS code: NL Nederland

Main site or place of performance: Nederland

II.2.4. Description of the procurement

De aanbesteding betreft het uitvoeren van de meting van patiëntervaringen, inclusief analyses, dashboard en rapportages.

II.2.5. Award criteria

Quality criterion - Name: zie leidraad / Weighting: 60

Price - Weighting: 40

II.2.11. Information about options

Options: yes

Description of options:

Eenzijdige verlenging is mogelijk met 2x2jaar.

Daarnaast worden mogelijk diensten en producten die naar de aard van dienst/product vallen binnen het bereik van de raamovereenkomst toegevoegd, zolang hierdoor geen wezenlijke wijziging van de opdracht ontstaat.

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

Informatiebijeenkomst op 26 oktober zie planning

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: [2018/S 204-465266](#)

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

Title:

Meting Patientervaringen

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

27/02/2019

V.2.2. Information about tenders

Number of tenders received: 7

Number of tenders received from SMEs: 7

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 7

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

V.2.3. Name and address of the contractor

Official name: Expoints B.V.

National registration number: 51791307

Postal address: Hondsruglaan 91

Town: Eindhoven

NUTS code: NL Nederland

Postal code: 5628 DB

Country: Netherlands

Telephone: +31 858772406

The contractor is an SME: yes

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

Initial estimated total value of the contract/lot: 1,00 EUR

Total value of the contract/lot: 1,00 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 Den Haag
Postal address: Prins Clauslaan 60
Town: Den Haag
Postal code: 2595 AJ
Country: Netherlands
Telephone: +31 883622200

VI.4.2. Body responsible for mediation procedures

Official name: Rechtbank Den Haag
Postal address: Prins Clauslaan 60
Town: Den Haag
Postal code: 2595 AJ
Country: Netherlands
Telephone: +31 883622200

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:
20 dagen

VI.4.4. Service from which information about the review procedure may be obtained

Official name: Rechtbank Den Haag
Postal address: Prins Clauslaan 60
Town: Den Haag
Postal code: 2595 AJ
Country: Netherlands
Telephone: +31 883622200

VI.5. Date of dispatch of this notice

28/02/2019