

Netherlands-Zwolle: Telephone switchboard services
OJ S 41/2022 28/02/2022
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: GBLT

National registration number: 08205357

Postal address: Lubeckplein 2

Town: Zwolle

NUTS code: NL Nederland

Postal code: 801JZ

Country: Netherlands

Contact person: Mirella Drentje

E-mail: m.drentje@aevesbenefit.com

Telephone: +31 623544632

Internet address(es):

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

Address of the buyer profile: <https://platform.negometrix.com/PublishedTenders.aspx?tenderid=185654>

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

Economic and financial affairs

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

EA Contact Center Oplossing - GBLT -2021 - heraanbesteding

II.1.2. Main CPV code

64214200 Telephone switchboard services

II.1.3. Type of contract

Services

II.1.4. Short description

GBLT is voornemens de Contact Center Oplossing in te kopen.

Het doel van deze Europese aanbesteding is te komen tot een overeenkomst met één opdrachtnemer. Deze opdracht wordt gegund aan de inschrijver die de economische meest voordelige inschrijving met de beste prijs-kwaliteit heeft uitgebracht.

Meer informatie over deze aanbesteding is opgenomen in de aanbestedingsstukken die bestaan uit alle op Negometrix gepubliceerde documenten, vragenlijsten, prijslijst, planning en andere informatie.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 0,01 EUR

II.2. Description

II.2.3. Place of performance

NUTS code: NL Nederland

II.2.4. Description of the procurement

GBLT wil een opdrachtnemer contracteren voor de levering, installatie, beheer, onderhoud, programmering en het bedrijfsklaar opleveren van een integrale oplossing van de telefonieomgeving ten behoeve van het Klanten Contact Center (KCC) voor het afhandelen van externe klantcontacten. Alle medewerkers van GBLT zijn in het bezit van een iPhone bestemd voor zakelijk gebruik. Er is in de hele organisatie geen sprake van telefoons met een vaste verbinding.

In de huidige situatie worden er door het KCC per jaar ongeveer 7.000 uitgaande gesprekken en 230.000 inkomende gesprekken gevoerd.

II.2.5. Award criteria

Quality criterion - Name: Implementatieplan / Weighting: 5000

Quality criterion - Name: Partnership / Weighting: 10000

Quality criterion - Name: Functionaliteiten huntgroep / Weighting: 15000

Price - Weighting: nvt

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 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

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 201-524287](#)

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

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

18/01/2022

V.2.2. Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 2

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: 3

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

V.2.3. Name and address of the contractor

Official name: Evolve IP

Town: Rotterdam

NUTS code: NL Nederland

Country: Netherlands

The contractor is an SME: yes

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

Initial estimated total value of the contract/lot: 0,01 EUR

Total value of the contract/lot: 0,01 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 Overijssel

Town: Zwolle

Country: Netherlands

VI.5. Date of dispatch of this notice

23/02/2022