

Netherlands-The Hague: Software-related services
OJ S 40/2023 24/02/2023
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Koninklijke Bibliotheek
National registration number: 2100393
Postal address: Pr Willem-Alexanderhof 5
Town: 'S-GRAVENHAGE
NUTS code: NL Nederland
Postal code: 2595BE
Country: Netherlands
Contact person: Dick Scheeringa
E-mail: inkoop@kb.nl
Telephone: +31 703140310
Internet address(es):
Main address: <http://www.kb.nl>

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

Other activity: Nationale Bibliotheek

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Klantcontactstelsysteem
Reference number: DS22-1-9-22

II.1.2. Main CPV code

72260000 Software-related services

II.1.3. Type of contract

Services

II.1.4. Short description

Een Saas oplossing in de vorm van een klantcontactstelsysteem voor een efficiënt en optimaal klantenservicebeheer.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 1,00 EUR

II.2. Description

II.2.3. Place of performance

NUTS code: NL Nederland

Main site or place of performance: Den Haag

II.2.4. Description of the procurement

Minimaal aantal te verwerken aantal tickets = 6.000

Totaal aantal gebruikers circa 33, waarvan ongeveer 25 gelijktijdig

II.2.5. Award criteria

Quality criterion - Name: kwaliteit / Weighting: 1

Cost criterion - Name: prijs / Weighting: 1

II.2.11. Information about options

Options: yes

Description of options:

De opdracht kent een initiele contractperiode van 4 jaren en kan jaarlijks worden verlengd.

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: [2022/S 171-484761](#)

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

Contract No: 1

Title:

Klantcontactstelsysteem

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

01/02/2023

V.2.2. Information about tenders

Number of tenders received: 2

Number of tenders received by electronic means: 2

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

V.2.3. Name and address of the contractor

Official name: Omnidesk B.V.

National registration number: 63562782

Postal address: Schipholweg 103

Town: LEIDEN

NUTS code: NL Nederland

Postal code: 2316XC

Country: Netherlands

E-mail: info@omnidesk.com

Telephone: +31 850014477

Internet address: <https://www.omnidesk.nl>

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

Town: Den-Haag

Country: Netherlands

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

Internet address: <https://www.rechtspraak.nl/Organisatie-en-contact/Organisatie/Rechtbanken/Rechtbank-Den-Haag/Paginas/default.aspx>

VI.5. Date of dispatch of this notice

20/02/2023