

Netherlands-The Hague: Helpdesk and support services**OJ S 46/2022 07/03/2022****Contract award notice****Services****Legal Basis:**

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Het ministerie van Binnenlandse Zaken en Koninkrijksrelaties d.t.v. UBR|HIS

National registration number: 50555596

Postal address: Turfmarkt 147

Town: Den Haag

NUTS code: NL Nederland

Postal code: 2511 DP

Country: Netherlands

Contact person: John Jonkhout

E-mail: John.Jonkhout@rijksoverheid.nl**Internet address(es):**Main address: www.UBRijk.nl/HISAddress of the buyer profile: <https://eu.eu-supply.com/ctm/Company/CompanyInformation/Index/398166>**I.4. Type of the contracting authority**

Ministry or any other national or federal authority, including their regional or local subdivisions

I.5. Main activity

General public services

Section II: Object

II.1. Scope of the procurement**II.1.1. Title**

BZK EA Eerstelijns Contactcenter Diensten

Reference number: 201865002.084.008

II.1.2. Main CPV code

72253000 Helpdesk and support services

II.1.3. Type of contract

Services

II.1.4. Short description

Het doel van de Aanbesteding was het afsluiten van een Overeenkomst met één

Opdrachtnemer voor de levering van eerstelijns contactcenterdiensten.

Er is met één Opdrachtnemer een overeenkomst afgesloten.

II.1.6.

Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 27 000 000,00 EUR

II.2. Description

II.2.2. Additional CPV code(s)

64227000 Integrated telecommunications services

II.2.3. Place of performance

NUTS code: NL Nederland

II.2.4. Description of the procurement

De scope van de dienstverlening is:

- 1) Het uitvoeren van een project waarmee uw dienstverlening geïmplementeerd wordt.
- 2) Het leveren van de contactcenterdiensten.
- 3) Beheer en organisatie.
- 4) Het, op verzoek van Logius, uitvoeren van adviestrajecten of het uitvoeren van projecten ter verdere verbetering van uw dienstverlening.
- 5) Het, aan het einde van de Opdracht, zorgdragen voor een soepele exit.

II.2.5. Award criteria

Quality criterion - Name: 4.1.1. SGCK-1 Implementatie / Weighting: 17,3

Quality criterion - Name: 4.1.2. SGCK-2 Dienstbeschrijving / Weighting: 35,2

Quality criterion - Name: 4.1.3. SGCK-3 Beheer en Organisatie / Weighting: 15

Quality criterion - Name: 4.1.4. SGCK-4 Social Return / Weighting: 7,5

Price - Weighting: 25

II.2.11. Information about options

Options: yes

Description of options:

Verlengoptie:

De Overeenkomst (eenzijdig) kan onder gelijkblijvende voorwaarden worden verlengd. De Overeenkomst kan voor maximaal tweemaal voor maximaal twaalf maanden per keer worden verlengd. De maximale looptijd van de Overeenkomst komt hiermee uit op 72 maanden.

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 086-222908](#)

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:

BZK EA Eerstelijns Contactcenter Diensten

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

01/02/2022

V.2.2. Information about tenders

Number of tenders received: 6

Number of tenders received from SMEs: 3

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: 6

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

V.2.3. Name and address of the contractor

Official name: Webhelp Nederland B.V.

National registration number: 27117788

Postal address: Koraalrood 50

Town: Zoetermeer

NUTS code: NL Nederland

Postal code: 2718 SC

Country: Netherlands

E-mail: avanoosterum@nl.webhelp.com

Telephone: +31 793686970

Fax: +31 793685101

Internet address: <http://www.webhelp.com>

The contractor is an SME: no

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

Total value of the contract/lot: 13 680 000,00 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

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

Telephone: +31 883622200

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

VI.4.2. Body responsible for mediation procedures

Official name: Commissie van Aanbestedingsexperts

Town: Den Haag

Country: Netherlands

Telephone: +31 703797480

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

Deze staan beschreven in paragraaf 7.3 van het Beschrijvend document.

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

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

Telephone: +31 883622200

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

VI.5. Date of dispatch of this notice

02/03/2022