

Netherlands-Barneveld: Software package and information systems

OJ S 42/2023 28/02/2023

Contract notice

Supplies

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Gemeente Barneveld
National registration number: 212057263
Postal address: Raadhuisplein 2
Town: BARNEVELD
NUTS code: NL Nederland
Postal code: 3771ER
Country: Netherlands
Contact person: Thomas Nield
E-mail: inkoop@barneveld.nl
Telephone: +31 140342
Internet address(es):
Main address: <http://www.barneveld.nl>

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://www.tenderned.nl/aankondigingen/overzicht/289668/details>
Additional information can be obtained from the abovementioned address
Tenders or requests to participate must be submitted electronically via: <https://www.tenderned.nl/aankondigingen/overzicht/289668/details>
Tenders or requests to participate must be submitted to the abovementioned address

I.4. Type of the contracting authority

Regional or local authority

I.5. Main activity

General public services

Section II: Object

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

Omnichannel oplossing

II.1.2. Main CPV code

48000000 Software package and information systems

II.1.3. Type of contract

Supplies

II.1.4. Short description

Het leveren, implementeren en onderhouden van een omnichannel callcenterapplicatie als SAAS- dienst welke gekoppeld is met het 'Bellen met MS Teams Phone system'.

II.1.5. Estimated total value

II.1.6. Information about lots

This contract is divided into lots: yes
Tenders may be submitted for all lots

II.2. Description

II.2.1. Title

Omnichannel oplossing
Lot No: 1

II.2.2. Additional CPV code(s)

48000000 Software package and information systems

II.2.3. Place of performance

NUTS code: NL Nederland
Main site or place of performance: Barneveld

II.2.4. Description of the procurement

Zie aanbestedingsstukken

II.2.5. Award criteria

Criteria below

Quality criterion - Name: K.1 De omnichannel oplossing en speciale functionaliteit / Weighting: 1

Quality criterion - Name: K.2 Plan van aanpak / Weighting: 1

Quality criterion - Name: K.3 Programma van wensen / Weighting: 1

Quality criterion - Name: K.4 Gebruikerstest / Weighting: 1

Price - Weighting: 1

II.2.6. Estimated value

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

Start: 01/06/2023 End: 15/11/2023

This contract is subject to renewal: yes

Description of renewals:

vier (4) maal één (1) jaar

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: yes

Description of options:

Verlengingen, opties (zie aanbestedingsstukken)

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.2.2. Time limit for receipt of tenders or requests to participate

Date: 12/04/2023 Local time: 10:00

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

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: 2 (from the date stated for receipt of tender)

IV.2.7. Conditions for opening of tenders

Date: 12/04/2023 Local time: 10:00

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Zie aanbestedingsdocument gepubliceerd op TenderNed

Town: Den Haag

Country: Netherlands

E-mail: servicedesk@TenderNed.nl

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

VI.5. Date of dispatch of this notice

23/02/2023