

149422-2026 - Result

Netherlands – Software package and information systems – ITSM & FMIS tool

OJ S 44/2026 04/03/2026

Contract or concession award notice – standard regime

Supplies

1. Buyer

1.1. Buyer

Official name: Gemeente Almelo

Email: inkoop@almelo.nl

Legal type of the buyer: Regional authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: ITSM & FMIS tool

Description: De gemeente Almelo wil één Opdrachtnemer contracteren voor het leveren van ITSM & FMIS tool. De ITSM & FMIS tool zal worden gebruikt door ongeveer 1300 gebruikers, waarvan 100 behandelaren. Zie aanbestedingsdocumenten.

Procedure identifier: cbc03362-91cb-4853-a3be-606cc3a93ce2

Internal identifier: 2025/241813

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Supplies

Main classification (cpv): 48000000 Software package and information systems

2.1.2. Place of performance

Country: Netherlands

Anywhere in the given country

Additional information: Almelo

2.1.4. General information

Legal basis:

Directive 2014/24/EU

5. Lot

5.1. Lot: LOT-0000

Title: ITSM & FMIS tool

Description: De gemeente Almelo wil één Opdrachtnemer contracteren voor het leveren van ITSM & FMIS tool. De ITSM & FMIS tool zal worden gebruikt door ongeveer 1300 gebruikers, waarvan 100 behandelaren. Zie aanbestedingsdocumenten.

Internal identifier: 1

5.1.1. Purpose

Main nature of the contract: Supplies

Main classification (cpv): 48000000 Software package and information systems

Options:

Description of the options: Optiejaren: zes (6) keer één (1) jaar

5.1.2. Place of performance

Country: Netherlands

Anywhere in the given country

Additional information: Almelo

5.1.3. Estimated duration

Start date: 01/12/2025

Duration end date: 30/11/2029

5.1.4. Renewal

Maximum renewals: 6

Other information about renewals: Optiejaren: zes (6) keer één (1) jaar

5.1.6. General information

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): yes

5.1.7. Strategic procurement

Aim of strategic procurement: No strategic procurement

5.1.10. Award criteria

Criterion:

Type: Price

Name: Totaalprijs (zoals berekend op het Prijzenblad)

Description: Totaalprijs (zoals berekend op het Prijzenblad)

Category of award weight criterion: Weight (points, exact)

Award criterion number: 40

Criterion:

Type: Quality

Name: Open vragen

Description: Open vragen

Category of award weight criterion: Weight (points, exact)

Award criterion number: 40

Criterion:

Type: Quality

Name: Demonstratie

Description: Demonstratie

Category of award weight criterion: Weight (points, exact)

Award criterion number: 20

5.1.15. Techniques

Framework agreement:

No framework agreement

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Review organisation: Gemeente Almelo - rechtbank Overijssel, locatie Almelo

Organisation providing additional information about the procurement procedure: Gemeente Almelo

Organisation providing more information on the review procedures: Gemeente Almelo

Organisation signing the contract: Gemeente Almelo

6. Results

Value of all contracts awarded in this notice: 961 000,00 EUR

6.1. Result lot identifier: LOT-0000

Winner selection status: At least one winner was chosen.

6.1.2. Information about winners

Winner:

Official name: TOPdesk Nederland B.V.

Tender:

Tender identifier: 1

Identifier of lot or group of lots: LOT-0000

Value of the tender: 961 000,00 EUR

The tender was ranked: no

The tender is a variant: no

Subcontracting: No

Contract information:

Identifier of the contract: CON-0001

Title: P1 ITSM & FMIS tool

Date on which the winner was chosen: 03/11/2025

Date of the conclusion of the contract: 01/12/2025

Organisation signing the contract: Gemeente Almelo

6.1.4. Statistical information

Received tenders or requests to participate:

Type of received submissions: Tenders submitted electronically

Number of tenders or requests to participate received: 1

Type of received submissions: Tenders from micro, small or medium tenderers

Number of tenders or requests to participate received: 0

Type of received submissions: Tenders

Number of tenders or requests to participate received: 1

8. Organisations

8.1. ORG-0001

Official name: Gemeente Almelo

Registration number: 3720748

Postal address: Haven Zuidzijde 30

Town: Almelo

Postcode: 7607 EW

Country subdivision (NUTS): Twente (NL213)

Country: Netherlands

Contact point: Ine Mengerink

Email: inkoop@almelo.nl

Telephone: +31 546541111

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

Other contact points:

Official name: rechtbank Overijssel, locatie Almelo

Postal address: Egbert Gorterstraat 5

Town: Almelo

Postcode: 7607GB

Country subdivision (NUTS): Twente (NL213)

Country: Netherlands

Email: info.rb.almelo@rechtspraak.nl

Telephone: +31 883615555

Fax: +31 883610085

Internet address: <http://www.rechtspraak.nl/Gerechten/Rechtbanken/almelo>

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

Review organisation

Organisation providing more information on the review procedures

Organisation signing the contract

8.1. ORG-0002

Official name: TOPdesk Nederland B.V.

Size of the economic operator: Large

Registration number: 56849990

Postal address: Westlandseweg 40

Town: DELFT

Postcode: 2624AD

Country subdivision (NUTS): Delft en Westland (NL362)

Country: Netherlands

Email: info@topdesk.nl

Telephone: +31 152700900

Fax: +31 152575256

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

Roles of this organisation:

Tenderer

Winner of these lots: LOT-0000

Notice information

Notice identifier/version: fe2d51c3-2f7d-41f2-a596-2aa9002118d6 - 01

Form type: Result

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