

NL-Utrecht: IT services: consulting, software development, Internet and support

OJ S 90/2013 10/05/2013

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Regisseur Studenten Reisrecht B.V.

Postal address: Laan van Puntenburg 100

Town: Utrecht

Postal code: 3511 ER

Country: Netherlands

For the attention of: G.C. Stassen

E-mail: rsr.aanbesteding@rsr.nu

Telephone: +31 886712630

Additional information can be obtained from:

the abovementioned address

Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:

the abovementioned address

Tenders or requests to participate must be submitted: the abovementioned address

I.2. Type of the contracting authority

Body governed by public law

I.3. Main activity

General public services

I.4. Contract award on behalf of other contracting authorities

The contracting authority is purchasing on behalf of other contracting authorities: no

Section II: Object of the contract

II.1. Description

II.1.1. Title attributed to the contract by the contracting authority

Regisseur studenten reisrecht.

II.1.2. Type of contract and place of performance or delivery

Services

Service category No 27: Other services

Main site or place of performance: Nederland

NUTS code NL Nederland

II.1.3. Information about a framework agreement or a dynamic purchasing system

The notice involves a public contract

II.1.4. Information about framework agreement

II.1.5. Short description of the contract or purchase(s)

RSR zorgt ervoor dat studenten aan wie het studentenreisrecht is toegekend door DUO (uitvoeringsorganisatie van het ministerie) kunnen reizen met het openbaar vervoer in heel Nederland. Het bestaansrecht van RSR is juridisch verankerd in de Wet Studiefinanciering (WSF) Art. 1.1 Wet Studiefinanciering 2000 definieert RSR als: „Regisseur studenten reisrecht, de rechtspersoon die in opdracht van het vervoerbedrijf tot taak heeft de digitale administratie van het reisproduct voor studerende(n) te voeren”.

II.1.6. CPV code(s)

72000000 IT services: consulting, software development, Internet and support, 79421000 Project-management services other than for construction work, 79512000 Call centre, 79824000 Printing and distribution services

II.1.7. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: yes

II.1.8. Lots

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

II.1.9. Information about variants

Variants will be accepted: no

II.2. Scope of the procurement

II.2.1. Total quantity or scope

Het voeren van de digitale administratie van het OV-reisproduct voor ca. 700 000 studenten, het (laten) verzorgen en de distributie van dit reisproduct en het verlenen van service.

II.2.2. Information about options

Options: yes
Description of options: Uitvoeringstermijn kan maximaal 3x worden verlengd met een periode van 12 maanden.

II.2.3. Information about renewals

II.3. Duration of the contract or time limit for completion

Start 1.1.2014. Completion 1.1.2016

Information about lots

Lot No: 1

Lot title: Frontoffice

1) Short description

Het uitvoeren van operationele werkzaamheden op gebied van telefonie en e-mail. Studenten kunnen zich met vragen en klachten binnen beperkte openingstijden telefonisch of per e-mail melden.

2) CPV code(s)

79512000 Call centre

3) Quantity or scope

4) Indication about different time frame or duration

5) Additional information about lots

Lot No: 2

Lot title: Backoffice

1) Short description

Het uitvoeren van operationele werkzaamheden ten behoeve van speciale serviceverlening. Het betreft het afhandelen van specifieke vragen over het studentenreisproduct en het afhandelen van declaratieverzoeken, bezwaarschriften, beroepen en klachten.

2) CPV code(s)

72253100 Helpdesk services

3) Quantity or scope

4) Indication about different time frame or duration

5) Additional information about lots

Lot No: 3

Lot title: Administratie en fulfilment

1) Short description

Het hosten en uitvoeren van technisch en functioneel beheer van website, webportals en applicaties. Daarnaast het uitvoeren van operationele werkzaamheden ten behoeve van verificatie en fulfilment.

2) CPV code(s)

72000000 IT services: consulting, software development, Internet and support, 79824000 Printing and distribution services

3) Quantity or scope

4) Indication about different time frame or duration

5) Additional information about lots

Lot No: 4

Lot title: Ondersteunende werkzaamheden

1) Short description

De ondersteunende werkzaamheden bestaan op hoofdlijnen uit het vaststellen van richtlijnen (informatiebeveiliging en communicatie), stakeholdermanagement, incident-/problem management, changemanagement, kwaliteitsmanagement, monitoring en rapportage.

2) CPV code(s)

79421000 Project-management services other than for construction work

3) Quantity or scope

4) Indication about different time frame or duration

5) Additional information about lots

Section III: Legal, economic, financial and technical information

III.1. Conditions related to the contract

III.1.1. Deposits and guarantees required

In het bestek, beschrijvend document of uitnodiging tot inschrijving / onderhandeling.

III.1.2. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them

In het bestek, beschrijvend document of uitnodiging tot inschrijving / onderhandeling.

III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded

In het bestek, beschrijvend document of uitnodiging tot inschrijving / onderhandeling.

III.1.4. Contract performance conditions

The performance of the contract is subject to particular conditions: no

III.2. Conditions for participation

III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions: In het bestek, beschrijvend document of uitnodiging tot inschrijving / onderhandeling.

III.2.2. Economic and financial ability

List and brief description of conditions: In het bestek, beschrijvend document of uitnodiging tot inschrijving / onderhandeling.

Minimum level(s) of standards possibly required: In het bestek, beschrijvend document of uitnodiging tot inschrijving / onderhandeling.

III.2.3. Technical and professional ability

List and brief description of conditions:

In het bestek, beschrijvend document of uitnodiging tot inschrijving / onderhandeling.

Minimum level(s) of standards possibly required:

In het bestek, beschrijvend document of uitnodiging tot inschrijving / onderhandeling.

III.2.4. Information about reserved contracts

III.3. Conditions specific to services contracts

III.3.1. Information about a particular profession

Execution of the service is reserved to a particular profession: no

III.3.2. Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract: no

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Negotiated

Some candidates have already been selected (if appropriate under certain types of negotiated procedures) no

IV.1.2. Information about the limits on the number of candidates to be invited

Envisaged number of candidates: 5

Objective criteria for choosing the limited number of candidates: In het bestek, beschrijvend document of uitnodiging tot inschrijving / onderhandeling.

IV.1.3. Information about reduction of the number of solutions or tenders during negotiation or dialogue

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated no

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of Price is not the only award criterion and all criteria are stated only in the procurement documents

IV.2.2. Information about electronic auction

An electronic auction will be used: no

IV.3. Administrative information

IV.3.1. File reference number attributed by the contracting authority

IV.3.2. Previous publication concerning this procedure

no

IV.3.3. Conditions for obtaining specifications and additional documents or descriptive document

Time limit for receipt of requests for documents or for accessing documents: 7.6.2013 - 17:00
Payable documents: no

IV.3.4. Time limit for receipt of tenders or requests to participate

7.6.2013 - 17:00

IV.3.5. Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.3.6. Languages in which tenders or requests to participate may be submitted

Dutch.

IV.3.7. Minimum time frame during which the tenderer must maintain the tender

IV.3.8. Conditions for opening of tenders

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:
no

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

VI.4.2. Review procedure

VI.4.3. Service from which information about the review procedure may be obtained

VI.5. Date of dispatch of this notice

7.5.2013