

Netherlands-Breukelen: Digital telephone exchanges
OJ S 75/2019 16/04/2019
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Belastingssamenwerking Gouwe-Rijnland p/a Holland Tender Partners

National registration number: 452112899

Postal address: Stinzenlaan Zuid 219, ter attentie van dhr. M. Veenstra

Town: Breukelen

NUTS code: NL Nederland

Postal code: 3621 TC

Country: Netherlands

Contact person: Marc Veenstra

E-mail: meveenstra@casema.nl

Telephone: +31 613133530

Internet address(es):

Main address: <http://www.bsgr.nl>

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

General public services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Telefonie-oplossing t.b.v. Belastingssamenwerking Gouwe-Rijnland

Reference number: MV.BSGR/14092018

II.1.2. Main CPV code

32552310 Digital telephone exchanges

II.1.3. Type of contract

Services

II.1.4. Short description

Deze Europese aanbesteding betreft de uitvraag van een Telefonie-oplossing ten behoeve het klantcontactcentrum van de Belastingssamenwerking Gouwe-Rijnland (BSGR). De gevraagde Telefonie-oplossing moet het mogelijk maken om door middel van 'toetsingave' (van bijvoorbeeld een aanslagnummer) de klant naar de juiste afdeling van BSGR te routeren. Indien mogelijk wenst BSGR een Telefonie-oplossing te verwerven waarbij het tevens mogelijk is om via spraakherkenning haar klanten gegevens in te laten spreken, eventueel in

combinatie met 'toetsingave'. Onderdeel van de opdracht betreft de gesprekskosten voor uitgaande vast telefonie.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Lowest offer: 150 000,00 EUR / Highest offer: 250 000,00 EUR taken into consideration

II.2. Description

II.2.3. Place of performance

NUTS code: NL Nederland

Main site or place of performance: Leiden

II.2.4. Description of the procurement

Zie aanbestedingsdocumenten

II.2.5. Award criteria

Quality criterion - Name: Zie aanbestedingsdocument / Weighting: 65

Quality criterion - Name: Kwaliteitscriteria / Weighting: 65

Cost criterion - Name: prijs / Weighting: 35

II.2.11. Information about options

Options: yes

Description of options:

Optionele verlenging van 2 x 1 jaar.

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: [2018/S 148-338833](#)

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:

Telefonie-oplossing t.b.v. Belastingssamenwerking Gouwe-Rijnland

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

29/01/2019

V.2.2. Information about tenders

Number of tenders received: 3

Number of tenders received by electronic means: 3

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

V.2.3. Name and address of the contractor

Official name: Evolve IP

Postal address: Kralingseweg 233-235

Town: Rotterdam

NUTS code: NL Nederland

Postal code: 3062 CE

Country: Netherlands

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

The contractor is an SME: yes

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

Lowest offer: 150 000,00 EUR / Highest offer: 250 000,00 EUR taken into consideration

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@rechtspraak.nl

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

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

20 dagen na dagtekening van de brief waarin namens de aanbestedende dienst de betreffende beslissing wordt meegedeeld.

Beroep aan te tekenen bij de Rechtbank Den Haag.

VI.5.

Date of dispatch of this notice

15/04/2019