

Netherlands-Zwolle: Software package and information systems

OJ S 96/2017 19/05/2017

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Gemeenschappelijke Regeling Gemeenschappelijk Belastingkantoor

Locosensus Tricijn

National registration number: 16088963

Postal address: Lubeckplein 2

Town: Zwolle

NUTS code: NL Nederland

Postal code: 8017 JZ

Country: Netherlands

Contact person: Mirella Drentje

E-mail: m.drentje@aevesbenefit.com

Telephone: +31 623544632

Internet address(es):Main address: <http://www.aevesbenefit.nl>Address of the buyer profile: <https://platform.negometrix.com/PublishedTenders.aspx?tenderid=61810>**I.3. Communication**The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://platform.negometrix.com/PublishedTenders.aspx?tenderid=61810>

Additional information can be obtained from the abovementioned address

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

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

Economic and financial affairs

Section II: Object

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

EA_Contact Center Oplossing_2017_GR GBLT.

II.1.2. Main CPV code

48000000 Software package and information systems

II.1.3. Type of contract

Services

II.1.4. Short description

GR GBLT is voornemens een Contact Center Oplossing (applicatie) in te kopen. Het doel van deze Europese aanbesteding is te komen tot 1 overeenkomst met 1 opdrachtnemer. De opdracht wordt gegund aan de inschrijver die, de economisch meest voordelige inschrijving: beste prijs-kwaliteitsverhouding heeft uitgebracht. Meer informatie over deze Europese aanbesteding treft Inschrijver aan in de aanbestedingsdocumenten.

II.1.5. Estimated total value

Value excluding VAT: 385 000,00 EUR

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

48900000 Miscellaneous software package and computer systems

II.2.3. Place of performance

NUTS code: NL Nederland

II.2.4. Description of the procurement

GR GBLT wil een opdrachtnemer contracteren voor de levering, installatie, programmering en het bedrijfsklaar opleveren van een integrale oplossing van de telefonieomgeving ten behoeve van het Klanten Contact Center voor het afhandelen van externe klantcontacten.

II.2.5. Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. Estimated value

Value excluding VAT: 385 000,00 EUR

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

Duration in months: 24

This contract is subject to renewal: yes

Description of renewals:

Zie aanbestedingsdocumenten.

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: no

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 III: Legal, economic, financial and technical information

III.1. Conditions for participation

III.1.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions:

Zie aanbestedingsdocumenten.

III.1.2. Economic and financial standing

List and brief description of selection criteria:

Zie aanbestedingsdocumenten.

Minimum level(s) of standards possibly required:

Zie aanbestedingsdocumenten.

III.1.3. Technical and professional ability

List and brief description of selection criteria:

Zie aanbestedingsdocumenten.

Minimum level(s) of standards possibly required:

Zie aanbestedingsdocumenten.

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: 26/06/2017 Local time: 09:00

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.2.7. Conditions for opening of tenders

Date: 26/06/2017 Local time: 09:00

Place:

Online.

Information about authorised persons and opening procedure: Er worden geen inschrijvers toegelaten bij de opening.

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: yes

Estimated timing for further notices to be published:

De opdracht wordt ruim voor het verstrijken van de looptijd van de opdracht opnieuw in de markt gezet.

VI.3. Additional information

Zie aanbestedingsdocumenten.

VI.4. Procedures for review

VI.4.1. Review body

Official name: Rechtbank Zwolle

Town: Zwolle

Country: Netherlands

VI.5. Date of dispatch of this notice

15/05/2017