

Netherlands-The Hague: Market and economic research; polling and statistics
OJ S 73/2022 13/04/2022
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Ministerie van Financiën d.t.v. UBR|HIS

National registration number: 50555596

Postal address: Wilhelmina van Pruisenweg 52

Town: Den Haag

NUTS code: NL Nederland

Postal code: 2595 AN

Country: Netherlands

Contact person: Tony Kersbergen

E-mail: Tony.Kersbergen@rijksoverheid.nl

Telephone: +31 707000523

Internet address(es):

Main address: <https://www.rijksoverheid.nl/ministeries/ministerie-van-financien>

Address of the buyer profile: <https://eu.eu-supply.com/ctm/Company/CompanyInformation/Index/398166>

I.4. Type of the contracting authority

Ministry or any other national or federal authority, including their regional or local subdivisions

I.5. Main activity

General public services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

201865004.015.021 - Inzicht in burgerperspectief d.t.v. UBR|HIS

II.1.2. Main CPV code

79300000 Market and economic research; polling and statistics

II.1.3. Type of contract

Services

II.1.4. Short description

Deze opdracht betreft het kerndepartement van het ministerie van Financiën, namelijk de directie Toeslagen. De afgelopen tijd is de focus meer komen te liggen op het inrichten van de dienstverlening vanuit het burgerperspectief. Om dit te waarborgen is het nodig continu toegang te hebben tot het burgerperspectief op de verschillende vraagstukken. De burger en zijn behoeften staan hierbij centraal. Om de interactie met burgers te verbeteren is het

belangrijk inzicht te krijgen in knelpunten die burgers ervaren bij Toeslagen en mogelijke oorzaken daarvan te achterhalen. De opdracht betreft de inhuur van:

1. Onderzoeksbureaus (kwantitatief en kwalitatief onderzoek);
2. Een gedragsonderzoeksbureau;
3. Een bureau dat de inzet van een klankbordgroep kan organiseren en faciliteren.

II.1.6. Information about lots

This contract is divided into lots: yes

II.1.7. Total value of the procurement

Value excluding VAT: 980 000,00 EUR

II.2. Description

II.2.1. Title

Onderzoeksbureaus ten behoeve van kwantitatief en kwalitatief onderzoek

Lot No: 1

II.2.2. Additional CPV code(s)

79310000 Market research services, 79311200 Survey conduction services, 79342311

Customer satisfaction survey, 79300000 Market and economic research; polling and statistics

II.2.3. Place of performance

NUTS code: NL Nederland

II.2.4. Description of the procurement

Onderzoeksbureaus (kwantitatief en kwalitatief onderzoek)

II.2.5. Award criteria

Quality criterion - Name: Kwaliteit / Weighting: 80%

Price - Weighting: 20%

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

II.2. Description

II.2.1. Title

Onderzoeksbureau ten behoeve van gedragsonderzoek

Lot No: 2

II.2.2. Additional CPV code(s)

79310000 Market research services, 79311200 Survey conduction services, 79342311

Customer satisfaction survey, 79300000 Market and economic research; polling and statistics

II.2.3. Place of performance

NUTS code: NL Nederland

II.2.4. Description of the procurement

Onderzoeksbureau ten behoeve van gedragsonderzoek.

II.2.5. Award criteria

Quality criterion - Name: Kwaliteit / Weighting: 80%

Price - Weighting: 20%

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

II.2. Description

II.2.1. Title

Bureau ten behoeve van klankbordgroep

Lot No: 3

II.2.2. Additional CPV code(s)

79310000 Market research services, 79311200 Survey conduction services, 79342311

Customer satisfaction survey, 79300000 Market and economic research; polling and statistics

II.2.3. Place of performance

NUTS code: NL Nederland

II.2.4. Description of the procurement

Bureau ten behoeve van klankbordgroep.

II.2.5. Award criteria

Quality criterion - Name: Kwaliteit / Weighting: 80%

Price - Weighting: 20%

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 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

The procurement involves the establishment of a framework agreement

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: [2021/S 217-571694](#)

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

Lot No: 1

Title:

Onderzoeksbureaus ten behoeve van kwantitatief en kwalitatief onderzoek

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

08/04/2022

V.2.2. Information about tenders

Number of tenders received: 3

The contract has been awarded to a group of economic operators: yes

V.2.3. Name and address of the contractor

Official name: I&O Research BV

Postal address: Postbus 563

Town: Enschede

NUTS code: NL Nederland

Postal code: 7500AN

Country: Netherlands

The contractor is an SME: yes

V.2.3. Name and address of the contractor

Official name: Motivaction International BV

Town: Amsterdam

NUTS code: NL Nederland

Country: Netherlands

The contractor is an SME: yes

V.2.3. Name and address of the contractor

Official name: MWM2 BV

Town: Amsterdam

NUTS code: NL Nederland

Country: Netherlands

The contractor is an SME: yes

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

Total value of the contract/lot: 440 000,00 EUR

V.2.5. Information about subcontracting

Section V: Award of contract

Contract No: 2

Lot No: 2

Title:

Onderzoeksbureau ten behoeve van gedragsonderzoek

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

08/04/2022

V.2.2. Information about tenders

Number of tenders received: 5

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

V.2.3. Name and address of the contractor

Official name: Dijksterhuis & van Baaren

Town: Nijmegen

NUTS code: NL Nederland

Country: Netherlands

The contractor is an SME: yes

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

Total value of the contract/lot: 300 000,00 EUR

V.2.5. Information about subcontracting

Section V: Award of contract

Contract No: 3

Lot No: 3

Title:

Bureau ten behoeve van klankbordgroep

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

08/04/2022

V.2.2. Information about tenders

Number of tenders received: 1

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

V.2.3. Name and address of the contractor

Official name: Stichting Movisie

Town: Utrecht
NUTS code: NL Nederland
Country: Netherlands
The contractor is an SME: yes

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

Total value of the contract/lot: 240 000,00 EUR

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: Arrondissementsrechtbank Den Haag

Postal address: Prins Clauslaan 60

Town: Den Haag

Postal code: 2595 AJ

Country: Netherlands

E-mail: voorlichting.rb.den.haag@rechtspraak.nl

Telephone: +31 883622200

Internet address: <https://www.rechtspraak.nl/Organisatie-en-contact/Organisatie/Rechtbanken/Rechtbank-Den-Haag>

VI.4.2. Body responsible for mediation procedures

Official name: Arrondissementsrechtbank Den Haag

Postal address: Prins Clauslaan 60

Town: Den Haag

Postal code: 2595 AJ

Country: Netherlands

E-mail: voorlichting.rb.den.haag@rechtspraak.nl

Telephone: +31 883622200

Internet address: <https://www.rechtspraak.nl/Organisatie-en-contact/Organisatie/Rechtbanken/Rechtbank-Den-Haag>

VI.4.4. Service from which information about the review procedure may be obtained

Official name: Arrondissementsrechtbank Den Haag

Postal address: Prins Clauslaan 60

Town: Den Haag

Postal code: 2595 AJ

Country: Netherlands

E-mail: voorlichting.rb.den.haag@rechtspraak.nl

Telephone: +31 883622200

Internet address: <https://www.rechtspraak.nl/Organisatie-en-contact/Organisatie/Rechtbanken/Rechtbank-Den-Haag>

VI.5. Date of dispatch of this notice

08/04/2022