

NL-The Hague: telephone-answering services

OJ S 124/2012 30/06/2012

Contract award notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Ministerie van Algemene Zaken
Postal address: Buitenhof 34
Town: Den Haag
Postal code: 2513 AH
Country: Netherlands
Contact person: Dienst Publiek en Communicatie
For the attention of: Traffic
E-mail: traffic@minaz.nl

I.2. Type of the contracting authority

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

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: yes

Section II: Object of the contract

II.1. Description**II.1.1. Title**

Postbus 51 publieksvoorlichting Rijksoverheid.

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

Services
Service category No 27: Other services
NUTS code NL Nederland

II.1.3. Information about a framework agreement or a dynamic purchasing system (DPS)**II.1.4. Short description of the contract or purchase(s)**

DPC zoekt een Opdrachtnemer voor een meerjarige samenwerking voor de Postbus 51 publieksvoorlichting per telefoon en e-mail ten behoeve van de Rijksoverheid.

De Opdracht bestaat uit:

1. Het uitvoeren van de Postbus 51 publieksvoorlichting via telefoon en e-mail.
Burgers kunnen bij Postbus 51 op werkdagen (exclusief nationale feestdagen) van 8:00 uur tot 20:00 uur vragen stellen aan de Rijksoverheid over wet- en regelgeving, bestaand beleid en de uitvoering daarvan, nieuw beleid, en beleidsaanpassingen. Postbus 51 is

telefonisch bereikbaar via een gratis telefoonnummer: 0800 - 8051. Via e-mail kunnen burgers vragen stellen door een contactformulier in te vullen op de website www.rijksoverheid.nl.

2. Het rapporteren over vragen en vraagpatronen van burgers.

Naast het direct beantwoorden van vragen van burgers rapporteert Postbus 51 aan de opdrachtgevers van DPC (dat zijn de ministeries) over de inhoudelijke vragen die gesteld zijn om de opdrachtgevers een beeld te geven van de onderwerpen die leven bij burgers. Dit betekent dat het contact center nauwgezet moet registreren waarover burgers vragen stellen en wat de aard is van die vragen.

II.1.5. CPV code(s)

79510000 Telephone-answering services

II.1.6. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: yes

II.2. Total value of the contract/lot

II.2.1. Total value of the contract/lot

Value: 6 800 000 EUR
excluding VAT

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Award of a contract without prior publication of a call for competition in the Official Journal of the European Union in the cases listed below

Justification for the award of the contract without prior publication of a call for competition in the Official Journal of the European Union:

Directive 2004/18/EC

1) Justification for the choice of the negotiated procedure without prior publication of a contract notice in the OJEU in accordance with Directive 2004/18/EC

2) Other justification for the award of the contract without prior publication of a call for competition in the Official Journal of the European Union

The contract has as its object services listed in Annex II B to the directive.

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of

1. Organisatie en management. Weighting 35
2. Kwaliteitsborging. Weighting 30
3. Samenwerking. Weighting 15
4. Flexibiliteit. Weighting 10
5. Prijs. Weighting 10

IV.2.2. Information about electronic auction

An electronic auction has been used: no

IV.3. Administrative information

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

Ea0007

IV.3.2. Previous publication concerning this procedure

no

Section V: Award of contract

Contract No: 1

V.1. Date of conclusion of the contract

16.5.2012

V.2. Information about tenders

Number of tenders received: 3

V.3. Name and address of the contractor

Official name: arvato Benelux B.V.

Postal address: Amsterdamsestraatweg 28

Town: Abcoude

Postal code: 1391 AB

Country: Netherlands

V.4. Information on value of the contract/lot

Initial estimated total value of the contract/lot:

Value: 6 800 000 EUR

excluding VAT

Total value of the procurement:

Value: 6 800 000 EUR

excluding VAT

If annual or monthly value:

Number of years: 4

V.5. Information about subcontracting

The contract is likely to be subcontracted: no

Section VI: Complementary information

VI.1. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:

no

VI.2. Additional information

VI.3. Procedures for review

VI.3.1. Review body

Country: Netherlands

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

Body responsible for mediation procedures

Country: Netherlands

VI.3.2. Review procedure

Precise information on deadline(s) for review procedures: Niet van toepassing.

VI.3.3. Service from which information about the review procedure may be obtained

Country: Netherlands

VI.4. Date of dispatch of this notice

27.6.2012