

Netherlands-The Hague: Helpdesk and support services

OJ S 86/2021 04/05/2021

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Het ministerie van Binnenlandse Zaken en Koninkrijksrelaties d.t.v. UBR|HIS

National registration number: 50555596

Postal address: Turfmarkt 147

Town: Den Haag

NUTS code: NL Nederland

Postal code: 2511 DP

Country: Netherlands

Contact person: John Jonkhout

E-mail: John.Jonkhout@rijksoverheid.nl**Internet address(es):**Main address: www.UBRijk.nl/HISAddress of the buyer profile: <https://eu.eu-supply.com/ctm/Company/CompanyInformation/Index/398166>**I.3. Communication**The procurement documents are available for unrestricted and full direct access, free of charge, at: http://eu.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=300026&B=CTMSOLUTION[PID=300026&B=CTMSOLUTION](http://eu.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=300026&B=CTMSOLUTION)

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: http://eu.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=300026&B=CTMSOLUTION

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

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**

BZK EA Eerstelijns Contactcenter Diensten

Reference number: 201865002.084.008

II.1.2. Main CPV code

72253000 Helpdesk and support services

II.1.3. Type of contract

Services

II.1.4. Short description

Het doel van de Aanbesteding is het afsluiten van een Overeenkomst met één Opdrachtnemer voor de levering van eerstelijns contactcenterdiensten. De intentie is dat de Overeenkomst op 1.9.2021 in gaat.

II.1.5. Estimated total value

Value excluding VAT: 27 000 000,00 EUR

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

64227000 Integrated telecommunications services

II.2.3. Place of performance

NUTS code: NL Nederland

II.2.4. Description of the procurement

De scope van de dienstverlening is:

1. het uitvoeren van een project waarmee uw dienstverlening geïmplementeerd wordt;
2. het leveren van de contactcenterdiensten;
3. beheer en organisatie;
4. het, op verzoek van Logius, uitvoeren van adviestrajecten of het uitvoeren van projecten ter verdere verbetering van uw dienstverlening;
5. het, aan het einde van de Opdracht, zorgdragen voor een soepele exit.

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: 27 000 000,00 EUR

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

Duration in months: 48

This contract is subject to renewal: yes

Description of renewals:

De Overeenkomst geldt in elk geval voor achtenveertig maanden.

De Overeenkomst (eenzijdig) kan onder gelijkblijvende voorwaarden worden verlengd. De Overeenkomst kan voor maximaal tweemaal voor maximaal twaalf maanden per keer worden verlengd. De maximale looptijd van de Overeenkomst komt hiermee uit op 72 maanden.

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: yes

Description of options:

Verlengoptie:

de Overeenkomst (eenzijdig) kan onder gelijkblijvende voorwaarden worden verlengd. De Overeenkomst kan voor maximaal tweemaal voor maximaal twaalf maanden per keer worden verlengd. De maximale looptijd van de Overeenkomst komt hiermee uit op 72 maanden.

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:

Hiervoor verwijzen wij u naar paragraaf 3.3 van het Beschrijvend document.

III.1.2. Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3. Technical and professional ability

Selection criteria as stated in the procurement documents

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: 21/06/2021 Local time: 13:00

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.2.6. Minimum time frame during which the tenderer must maintain the tender

Tender must be valid until: 21/10/2021

IV.2.7. Conditions for opening of tenders

Date: 21/06/2021 Local time: 13:00

Information about authorised persons and opening procedure: John Jonkhout, senior inkoopadviseur UBR|HIS Moenke Narraina, projectsecretaris UBR|HIS.

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

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.4.3. Review procedure

Precise information on deadline(s) for review procedures:

Hiervoor verwijzen wij u naar paragraaf 7.3 van het Beschrijvend document.

VI.5. Date of dispatch of this notice

29/04/2021