

Netherlands-Arnhem: Software package and information systems
OJ S 75/2023 17/04/2023
Contract award notice
Supplies

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Veiligheids- en Gezondheidsregio Gelderland-Midden

National registration number: 54699017

Postal address: Eusebiusbuitensingel 43

Town: Arnhem

NUTS code: NL Nederland

Postal code: 6828HZ

Country: Netherlands

Contact person: Doreen Hazeleger

E-mail: doreen.hazeleger@vggm.nl

Telephone: +31 883555774

Internet address(es):

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

I.4. Type of the contracting authority

Regional or local authority

I.5. Main activity

Public order and safety

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

IT Service Management oplossing VGGM

Reference number: EA0037-2022-11-14

II.1.2. Main CPV code

48000000 Software package and information systems

II.1.3. Type of contract

Supplies

II.1.4. Short description

VGGM is op zoek naar een Opdrachtnemer die een goed functionerend en gebruiksvriendelijk ITSM systeem kan leveren dat voldoet aan de eisen en wensen van VGGM. De opdracht omvat het leveren, implementeren, beheren en onderhouden van een softwarematige ITSM oplossing (SaaS, ofwel Software as a Service) die VGGM optimaal ondersteunt. Dit is exclusief ondersteunende functionaliteiten zoals bijvoorbeeld de operationele monitoring van alle IT systemen.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 0,01 EUR

II.2. Description

II.2.3. Place of performance

NUTS code: NL Nederland

Main site or place of performance: Arnhem

II.2.4. Description of the procurement

0.00

II.2.5. Award criteria

Quality criterion - Name: Implementatie / Weighting: 12

Quality criterion - Name: Integratie / Weighting: 13

Quality criterion - Name: Meerwaarde (incl. roadmap) / Weighting: 10

Quality criterion - Name: Demonstratie / Weighting: 18

Quality criterion - Name: Gebruikerstest / Weighting: 12

Price - Weighting: 35

II.2.11. Information about options

Options: yes

Description of options:

Verlengingen

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: [2022/S 223-641087](#)

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:

IT Service Management oplossing VGGM

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

12/04/2023

V.2.2. Information about tenders

Number of tenders received: 2

Number of tenders received by electronic means: 2

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

V.2.3. Name and address of the contractor

Official name: TOPdesk Nederland B.V.

National registration number: 56849990

Postal address: Westlandseweg 40

Town: DELFT

NUTS code: NL Nederland

Postal code: 2624AD

Country: Netherlands

E-mail: info@topdesk.nl

Telephone: +31 152700900

Fax: +31 152575256

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

The contractor is an SME: no

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

Total value of the contract/lot: 0,01 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: Rechtbank Arrondissement Gelderland

Postal address: Walburgstraat 2-4

Town: Arnhem

Postal code: 6811 CD

Country: Netherlands

E-mail: infobalie.rb-gel.arnhem@rechtspraak.nl

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

VI.5. Date of dispatch of this notice

12/04/2023