

245825-2026 - Competition

Netherlands – Helpdesk and support services – Staffing ICT-Servicedesk

OJ S 70/2026 10/04/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: ZonMW

Email: hessing@zonmw.nl

Legal type of the buyer: Local authority

Activity of the contracting authority: Health

2. Procedure

2.1. Procedure

Title: Staffing ICT-Servicedesk

Description: ZonMw zoekt een partner voor de uitvoering van de ICT-Servicedesk. Dit houdt in dat Opdrachtnemer medeverantwoordelijk is voor de stabiliteit en continuïteit van de bezetting op de Servicedesk. Het doel is een samenwerking met de interne Servicedeskmedewerkers van ZonMw, waarbij onder regie van ZonMw en volgens de processen van ZonMw, invulling en uitvoering wordt gegeven aan de verantwoordelijkheden van de Servicedesk. Hierbij zijn een hoge kwaliteit van de interne dienstverlening en gebruikerstevredenheid van groot belang.

Procedure identifier: 33846879-cc92-44f6-932a-666ada2adee4

Internal identifier: 0636d460-d6b7-4b6b-b67b-e50ca564144c

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72253000 Helpdesk and support services

Additional classification (cpv): 72000000 IT services: consulting, software development, Internet and support

2.1.2. Place of performance

Country: Netherlands

Anywhere in the given country

Additional information: Zie documentatie

2.1.3. Value

Estimated value excluding VAT: 1,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Procurement Document, European Single Procurement Document (ESPD)

5. Lot

5.1. Lot: LOT-0000

Title: Staffing ICT-Servicedesk

Description: ZonMw zoekt een partner voor de uitvoering van de ICT-Servicedesk. Dit houdt in dat Opdrachtnemer medeverantwoordelijk is voor de stabiliteit en continuïteit van de bezetting op de Servicedesk. Het doel is een samenwerking met de interne Servicedeskmedewerkers van ZonMw, waarbij onder regie van ZonMw en volgens de processen van ZonMw, invulling en uitvoering wordt gegeven aan de verantwoordelijkheden van de Servicedesk. Hierbij zijn een hoge kwaliteit van de interne dienstverlening en gebruikerstevredenheid van groot belang.
Internal identifier: dd86a4c2-d802-4693-b9ce-32efaa2827de

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72253000 Helpdesk and support services

Additional classification (cpv): 72000000 IT services: consulting, software development, Internet and support

5.1.2. Place of performance

Country: Netherlands

Anywhere in the given country

Additional information: Zie documentatie

5.1.3. Estimated duration

Start date: 10/08/2026

Duration end date: 06/09/2028

5.1.4. Renewal

Maximum renewals: 4

5.1.5. Value

Estimated value excluding VAT: 1,00 EUR

5.1.6. General information

Reserved participation:

Participation is not reserved.

The names and professional qualifications of the staff assigned to perform the contract must be given: Not yet known

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): yes

This procurement is also suitable for small and medium-sized enterprises (SMEs): yes

5.1.9. Selection criteria

Sources of selection criteria: Procurement Document, European Single Procurement Document (ESPD), Notice

Criterion: Certificates by independent bodies about quality assurance standards

Description of selection criterion: Zie aanbestedingsdocument

5.1.11. Procurement documents

Address of the procurement documents: <https://s2c.mercell.com/today/206197>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Allowed

Address for submission: <https://s2c.mercell.com/today/206197>

Languages in which tenders or requests to participate may be submitted: Dutch

Electronic catalogue: Not allowed

Variants: Not allowed

Tenderers may submit more than one tender: Not allowed

Deadline for receipt of tenders: 01/06/2026 08:00:00 (UTC+00:00) Western European Time, GMT

Duration during which the tender must remain valid: 90 Days

Information that can be supplemented after the submission deadline:

No documents can be submitted later.

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: No

Electronic invoicing: Allowed

Electronic ordering will be used: no

Electronic payment will be used: yes

5.1.15. Techniques**Framework agreement:**

No framework agreement

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Review organisation: Rechtbank Den Haag

Information about review deadlines: Zie inschrijvingsleidraad.

Organisation receiving requests to participate: ZonMW

Organisation processing tenders: ZonMW

8. Organisations

8.1. ORG-0001

Official name: ZonMW

Registration number: 27365263

Postal address: Laan van Nieuw-Oost-Indië 334

Town: 's-Gravenhage

Postcode: 2593CE

Country subdivision (NUTS): Agglomeratie 's-Gravenhage (NL361)

Country: Netherlands

Contact point: Kelly Hessing

Email: hessing@zonmw.nl

Telephone: +31622017254

Buyer profile: <https://s2c.mercell.com/buyer/20030>

Roles of this organisation:

Buyer

Organisation receiving requests to participate

Organisation processing tenders

8.1. ORG-0002

Official name: Rechtbank Den Haag
Registration number: 0000000
Town: Den Haag
Postcode: 2595 AJ
Country subdivision (NUTS): Agglomeratie 's-Gravenhage (NL361)
Country: Netherlands
Email: inkoop@zonmw.nl
Telephone: +31 612345678
Roles of this organisation:
Review organisation

Notice information

Notice identifier/version: aba1c6f4-1155-487d-9770-b80762005721 - 01
Form type: Competition
Notice type: Contract or concession notice – standard regime
Notice subtype: 16
Notice dispatch date: 09/04/2026 11:48:07 (UTC+00:00) Western European Time, GMT
Notice dispatch date (eSender): 09/04/2026 11:50:40 (UTC+00:00) Western European Time, GMT
Languages in which this notice is officially available: Dutch
Notice publication number: 245825-2026
OJ S issue number: 70/2026
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