

**Netherlands-Utrecht: Software package and information systems**  
**OJ S 98/2021 21/05/2021**  
**Contract award notice**  
**Supplies**

**Legal Basis:**

Directive 2014/24/EU

---

**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: SURFmarket bv  
Postal address: Moreelsepark 48  
Town: Utrecht  
NUTS code: NL310 Utrecht  
Country: Netherlands  
E-mail: [inkoop@surfmarket.nl](mailto:inkoop@surfmarket.nl)  
Telephone: +31 887873000  
**Internet address(es):**  
Main address: <http://www.surf.nl>

**I.2. Information about joint procurement**

The contract is awarded by a central purchasing body

**I.4. Type of the contracting authority**

Body governed by public law

**I.5. Main activity**

Other activity: ICT inkooporganisatie voor het Onderwijs en Onderzoek

---

**Section II: Object**

**II.1. Scope of the procurement**

**II.1.1. Title**

Service management software

**II.1.2. Main CPV code**

48000000 Software package and information systems

**II.1.3. Type of contract**

Supplies

**II.1.4. Short description**

SURFmarket is voornemens een raamovereenkomst te sluiten met drie Opdrachtnemers voor de levering van service management software. De Deelnemers voeren onder deze drie Opdrachtnemers een Minicompetitie uit.

De opdracht bestaat uit het leveren van een SaaS service management oplossing inclusief hosting, onderhoud en beheer voor in ieder geval IT (Information Technology Service

Management, ITSM) en Facilitair Management (FM) gerelateerde processen, de implementatie van een servicemanagement oplossing en daaraan gerelateerde dienstverlening.

#### **II.1.6. Information about lots**

This contract is divided into lots: no

#### **II.1.7. Total value of the procurement**

Value excluding VAT: 11 200 000,00 EUR

### **II.2. Description**

#### **II.2.3. Place of performance**

NUTS code: NL Nederland

#### **II.2.4. Description of the procurement**

SURFmarket is voornemens een raamovereenkomst te sluiten met drie Opdrachtnemers voor de levering van service management software. De Deelnemers voeren onder deze drie Opdrachtnemers een Minicompetitie uit.

De opdracht bestaat uit het leveren van een SaaS service management oplossing inclusief hosting, onderhoud en beheer voor in ieder geval IT (Information Technology Service Management, ITSM) en Facilitair Management (FM) gerelateerde processen, de implementatie van een servicemanagement oplossing en daaraan gerelateerde dienstverlening.

#### **II.2.5. Award criteria**

Quality criterion - Name: Open wensen / Weighting: 45 %

Quality criterion - Name: Gesloten wensen / Weighting: 15 %

Cost criterion - Name: Licentiekosten / Weighting: 25 %

Cost criterion - Name: Consultancykosten / Weighting: 15 %

#### **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: no

#### **IV.2. Administrative information**

#### **IV.2.1. Previous publication concerning this procedure**

Notice number in the OJ S: [2020/S 220-539846](#)

#### **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**

---

A contract/lot is awarded: yes

#### **V.2. Award of contract**

##### **V.2.1. Date of conclusion of the contract**

23/04/2021

##### **V.2.2. Information about tenders**

Number of tenders received: 7

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

##### **V.2.3. Name and address of the contractor**

Official name: TOPdesk Nederland B.V.

Town: Delft

NUTS code: NL333 Delft en Westland

Country: Netherlands

The contractor is an SME: no

##### **V.2.3. Name and address of the contractor**

Official name: Fujitsu Technology Solutions B.V.

Town: Maarssen

NUTS code: NL31 Utrecht

Country: Netherlands

The contractor is an SME: no

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

Total value of the contract/lot: 11 200 000,00 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: Rechtbank Den Haag

Postal address: Prins Clauslaan 60

Town: Den Haag

Postal code: 2595 AJ

Country: Netherlands

E-mail: [voorlichting.rb.den.haag@rechtspraak.nl](mailto:voorlichting.rb.den.haag@rechtspraak.nl)

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

**VI.4.2. Body responsible for mediation procedures**

Official name: Rechtbank Den Haag

Postal address: Prins Clauslaan 60

Town: Den Haag

Postal code: 2595 AJ

Country: Netherlands

E-mail: [voorlichting.rb.den.haag@rechtspraak.nl](mailto:voorlichting.rb.den.haag@rechtspraak.nl)

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

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

Official name: Rechtbank Den Haag

Postal address: Prins Clauslaan 60

Town: Den Haag

Postal code: 2595 AJ

Country: Netherlands

E-mail: [voorlichting.rb.den.haag@rechtspraak.nl](mailto:voorlichting.rb.den.haag@rechtspraak.nl)

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

**VI.5. Date of dispatch of this notice**

19/05/2021