

Netherlands-Hilversum: Telephone-answering services
OJ S 84/2023 28/04/2023
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Stichting Nederlands Instituut voor Beeld en Geluid

National registration number: 31938551

Postal address: Media Parkboulevard 1

Town: HILVERSUM

NUTS code: NL Nederland

Postal code: 1217WE

Country: Netherlands

Contact person: Marilijn Schaap

E-mail: aanbestedingen@beeldengeluid.nl

Telephone: +31 356775555

Internet address(es):

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

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

Recreation, culture and religion

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Bemensing van de DigiHulplijn

Reference number: 1407

II.1.2. Main CPV code

79510000 Telephone-answering services

II.1.3. Type of contract

Services

II.1.4. Short description

Beeld & Geluid is voornemens om door middel van een Europese aanbesteding één partij voor de bemensing van de DigiHulplijn ten behoeve van het project de Alliantie Digitaal Samenleven te contracteren. Het gaat hierbij om een aantal Agents die de telefoon aannemen en eventueel doorverbinden/doorverwijzen naar de getrainde vrijwilligers, de website, de lokale bibliotheek, IDO-punten, maatschappelijke organisaties, et cetera.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 750 000,00 EUR

II.2. Description

II.2.2. Additional CPV code(s)

79342300 Customer services

II.2.3. Place of performance

NUTS code: NL Nederland

II.2.4. Description of the procurement

De geraamde waarde van de Raamovereenkomst bedraagt over vier jaar circa €750.000,- exclusief btw. Aan deze raming kunnen geen rechten worden ontleend.

II.2.5. Award criteria

Quality criterion - Name: G1. Plan van aanpak / Weighting: 30

Quality criterion - Name: G2. Partnership / Weighting: 50

Price - Weighting: 20

II.2.11. Information about options

Options: yes

Description of options:

Beeld & Geluid heeft de mogelijkheid om de Raamovereenkomst onder dezelfde condities tweemaal te verlengen. Zie paragraaf 2.7 van het Beschrijvend Document.

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: yes

IV.2. Administrative information

IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2023/S 020-051672](#)

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:

Bemensing van de DigiHulplijn

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

24/04/2023

V.2.2. Information about tenders

Number of tenders received: 6

Number of tenders received by electronic means: 6

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

V.2.3. Name and address of the contractor

Official name: ContactCare

National registration number: 32136618

Postal address: Piet Mondriaanplein 23

Town: AMERSFOORT

NUTS code: NL Nederland

Postal code: 3812GZ

Country: Netherlands

Telephone: +31 337440044

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

The contractor is an SME: yes

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

Total value of the contract/lot: 750 000,00 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 1

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/rechtbank-den-haag>

VI.5. Date of dispatch of this notice

25/04/2023