

**Netherlands-Utrecht: IT services: consulting, software development, Internet and support
OJ S 102/2021 28/05/2021
Contract notice – utilities
Services**

Legal Basis:

Directive 2014/25/EU

Section I: Contracting entity

I.1. Name and addresses

Official name: NS Groep nv
National registration number: 41680548
Postal address: Laan van Puntenburg 100
Town: Utrecht
NUTS code: NL Nederland
Postal code: 3511 ER
Country: Netherlands
Contact person: Kasper Osterhaus
E-mail: procurementsupport@ns.nl
Telephone: +31 886713319
Internet address(es):
Main address: <http://www.ns.nl>

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <http://www.nsprocurement.nl/contact>
Tenders or requests to participate must be submitted electronically via: <https://www.tenderned.nl/tenderned-web/aankondiging/detail/publicatie/akid/ddaf1db2892ba71e78730d2d94507373>
Additional information can be obtained from another address:
Official name: NS Procurement: Door inloggegevens aan te vragen bij NS procurement (Servicecenter) en met deze gegevens in te loggen in Ariba Sourcing, kunt u de betreffende documenten inzien.
Postal address: Laan van Puntenburg 100
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I.6. Main activity

Other activity: vervoer met trein

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Omnichannel contactcenter platform
Reference number: WS2516543240

II.1.2. Main CPV code

72000000 IT services: consulting, software development, Internet and support

II.1.3. Type of contract

Services

II.1.4. Short description

NS is op zoek naar een Omnichannel Routeringsplatform inclusief WFM en QM voor minimaal de volgende klantcontactkanalen: telefonie (in- en outbound), (proactive) livechat, social media (twitter, facebook, instagram, [...]), email en whatsapp.

De opdracht omvat:

- de levering van het platform en benodigde applicaties waaronder ook toekomstige aanvulling c.q. wijzigingen, innovaties en ontwikkelingen,
- implementatie en beheer,
- CCaaS, SaaS gerelateerde onderdelen,
- wijzigingen doorvoeren/impact vaststellen op het platform veroorzaakt door wijzigingen op aanpalende systemen.

II.1.5. Estimated total value

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

48000000 Software package and information systems

II.2.3. Place of performance

NUTS code: NL Nederland
NUTS code: NL310 Utrecht

II.2.4. Description of the procurement

Aanbesteding.

II.2.5. Award criteria

Criteria below

Quality criterion - Name: Kwaliteit / Weighting: 1

Price - Weighting: 1

II.2.6. Estimated value

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

Duration in months: 60

This contract is subject to renewal: no

II.2.10. Information about variants

Variants will be accepted: no

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

Negotiated procedure with prior call for competition

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: 29/06/2021 Local time: 14:00

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

English, Dutch

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Rechtbank Midden-Nederland

Postal address: Vrouwe Justitiaplein 1

Town: Utrecht

Postal code: 3511 EX

Country: Netherlands

E-mail: midden-nederland@rechtspraak.nl

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

VI.5. Date of dispatch of this notice

25/05/2021