

274473-2026 - Competition

Netherlands – Software implementation services – KlantContactSysteem

OJ S 78/2026 22/04/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: R.E.T. N.V.

Email: greijchard@ret.nl

Legal type of the buyer: Body governed by public law, controlled by a local authority

Activity of the contracting authority: General public services

Activity of the contracting entity: Urban railway, tramway, trolleybus or bus services

2. Procedure

2.1. Procedure

Title: KlantContactSysteem

Description: Zie aanbestedingsleidraad

Procedure identifier: b19dd284-c6a4-4bd7-b6da-0ece51d92903

Internal identifier: 80e3ce66-c7fb-45a9-934e-e802f0efc5dc

Type of procedure: Restricted

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72263000 Software implementation services

Additional classification (cpv): 48445000 Customer Relation Management software package

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: 1 500 000,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/25/EU

2.1.6. Grounds for exclusion

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

5. Lot

5.1. Lot: LOT-0000

Title: KlantContactSysteem

Description: Zie aanbestedingsleidraad

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72263000 Software implementation services

Additional classification (cpv): 48445000 Customer Relation Management software package

5.1.2. Place of performance

Country: Netherlands

Anywhere in the given country

Additional information: Zie documentatie

5.1.3. Estimated duration

Duration: 5 Years

5.1.4. Renewal

Maximum renewals: 5

5.1.5. Value

Estimated value excluding VAT: 1 500 000,00 EUR

5.1.6. General information

Reserved participation:

Participation is not reserved.

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

5.1.9. Selection criteria

Sources of selection criteria: Procurement Document

Information about the second stage of a two-stage procedure:

Minimum number of candidates to be invited for the second stage of the procedure: 5

Maximum number of candidates to be invited for the second stage of the procedure: 5

5.1.11. Procurement documents

Address of the procurement documents: <https://s2c.mercell.com/today/207682>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Allowed

Address for submission: <https://s2c.mercell.com/today/207682>

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

Electronic catalogue: Not allowed

Deadline for receipt of requests to participate: 08/07/2026 08:00:00 (UTC+00:00) Western European Time, GMT

Terms of contract:

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

Conditions relating to the performance of the contract: Zie aanbestedingsleidraad

Financial arrangement: Zie aanbestedingsleidraad

5.1.15. Techniques

Framework agreement:

Framework agreement, partly without reopening and partly with reopening of competition

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Mediation organisation: R.E.T. N.V.

Review organisation: R.E.T. N.V.

Information about review deadlines: Zie aanbestedingsleidraad

Organisation providing additional information about the procurement procedure: R.E.T. N.V.

Organisation providing more information on the review procedures: R.E.T. N.V.

8. Organisations

8.1. ORG-0001

Official name: R.E.T. N.V.

Registration number: 24292838

Postal address: Laan op Zuid 2

Town: Rotterdam

Postcode: 3071AA

Country subdivision (NUTS): Groot-Rijnmond (NL366)

Country: Netherlands

Contact point: Gayle Reijchard

Email: greijchard@ret.nl

Telephone: +31640245040

Buyer profile: <https://s2c.mercell.com/buyer/2336>

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

Organisation providing more information on the review procedures

8.1. ORG-0002

Official name: R.E.T. N.V.

Registration number: 24292838

Postal address: Laan op Zuid 2

Town: Rotterdam

Postcode: 3071AA

Country subdivision (NUTS): Groot-Rijnmond (NL366)

Country: Netherlands

Contact point: Gayle Reijchard

Email: greijchard@ret.nl

Telephone: +31640245040

Roles of this organisation:

Review organisation

Mediation organisation

Notice information

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