

274595-2026 - Planning

Netherlands – Software supply services – DAS Servicemanagementsoftware

OJ S 78/2026 22/04/2026

Prior information notice or a periodic indicative notice used only for information

Services - Supplies

1. Buyer

1.1. Buyer

Official name: SURF B.V.

Email: sally.tse@surf.nl

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: DAS Servicemanagementsoftware

Description: Het Dynamische Aankoopstelsel (DAS) biedt aanbieders van Service Management Software de mogelijkheid om na aanmelding bij een groot aantal onderwijs en onderzoek instellingen, te weten de SURF leden en op SURF aangesloten instellingen, een aanbidding te doen. De opdracht betreft IT Servicemanagementsoftware ITSM: De levering van een servicemanagement-softwareoplossing (het Systeem), de implementatie van het Systeem bij de Deelnemers en gerelateerde dienstverlening. Een servicemanagement softwareoplossing betreft een softwareoplossing waarmee dienstverlenende processen worden gestroomlijnd en ondersteund, in de regel ook wel aangeduid als een "ticketingsysteem". Het Systeem ondersteunt het registreren en het afhandelen van Tickets en het rapporteren. Verplichte gunningscriteria in de nadere uitvraag: Prijs, Implementatieplan en Exitplan worden verplicht toegepast. Overige gunningscriteria is optioneel: Programma van Wensen, Kansendossier, Gebruiksvriendelijkheid, Beheersplan, Privacy & Security. Voor meer informatie zie de documentatie in Mercell.

Internal identifier: 9f7a2d68-875b-47e4-b6af-be103798fa71

2.1.1. Purpose

Main nature of the contract: Services

Additional nature of the contract: Supplies

Main classification (cpv): 72268000 Software supply services

Additional classification (cpv): 48000000 Software package and information systems, 48219300 Administration software package, 48400000 Business transaction and personal business software package, 48420000 Facilities management software package and software package suite, 48421000 Facilities management software package, 48422000 Software package suites, 48445000 Customer Relation Management software package, 48517000 IT software package, 48900000 Miscellaneous software package and computer systems, 48920000 Office automation software package, 72000000 IT services: consulting, software development, Internet and support, 72227000 Software integration consultancy services, 72260000 Software-related services, 72261000 Software support services, 72263000 Software implementation services, 72265000 Software configuration services, 72266000 Software consultancy services, 72267100 Maintenance of information technology software

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: 40 000 000,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

3. Part

3.1. Part: PAR-0000

Title: DAS Servicemanagementsoftware

Description: Het Dynamische Aankoopstelsel (DAS) biedt aanbieders van Service Management Software de mogelijkheid om na aanmelding bij een groot aantal onderwijs en onderzoek instellingen, te weten de SURF leden en op SURF aangesloten instellingen, een aanbidding te doen. De opdracht betreft IT Servicemanagementsoftware ITSM: De levering van een servicemanagement-softwareoplossing (het Systeem), de implementatie van het Systeem bij de Deelnemers en gerelateerde dienstverlening. Een servicemanagement softwareoplossing betreft een softwareoplossing waarmee dienstverlenende processen worden gestroomlijnd en ondersteund, in de regel ook wel aangeduid als een "ticketingsysteem". Het Systeem ondersteunt het registreren en het afhandelen van Tickets en het rapporteren. Verplichte gunningscriteria in de nadere uitvraag: Prijs, Implementatieplan en Exitplan worden verplicht toegepast. Overige gunningscriteria is optioneel: Programma van Wensen, Kansendossier, Gebruiksvriendelijkheid, Beheersplan, Privacy & Security. Voor meer informatie zie de documentatie in Mercell.

Internal identifier: 30727c4b-5889-4555-aea7-10ce22bdbf86

3.1.1. Purpose

Main nature of the contract: Services

Additional nature of the contract: Supplies

Main classification (cpv): 72268000 Software supply services

Additional classification (cpv): 48000000 Software package and information systems

Additional classification (cpv): 48219300 Administration software package

Additional classification (cpv): 48400000 Business transaction and personal business software package

Additional classification (cpv): 48420000 Facilities management software package and software package suite

Additional classification (cpv): 48421000 Facilities management software package

Additional classification (cpv): 48422000 Software package suites

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

Additional classification (cpv): 48517000 IT software package

Additional classification (cpv): 48900000 Miscellaneous software package and computer systems

Additional classification (cpv): 48920000 Office automation software package

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

Additional classification (cpv): 72227000 Software integration consultancy services
Additional classification (cpv): 72260000 Software-related services
Additional classification (cpv): 72261000 Software support services
Additional classification (cpv): 72263000 Software implementation services
Additional classification (cpv): 72265000 Software configuration services
Additional classification (cpv): 72266000 Software consultancy services
Additional classification (cpv): 72267100 Maintenance of information technology software

3.1.2. Place of performance

Country: Netherlands
Anywhere in the given country
Additional information: Zie documentatie

3.1.4. Value

Estimated value excluding VAT: 40 000 000,00 EUR

3.1.5. General information

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

3.1.6. Procurement documents

Address of the procurement documents: <https://s2c.mercell.com/today/203503>

3.1.9. Further information, mediation and review

Review organisation: Rechtbank Den Haag
Organisation providing more information on the review procedures: Rechtbank Den Haag

8. Organisations

8.1. ORG-0001

Official name: SURF B.V.
Registration number: 50277375
Postal address: Moreelsepark 48
Town: Utrecht
Postcode: 3511EP
Country subdivision (NUTS): Utrecht (NL350)
Country: Netherlands
Contact point: Sally Tse
Email: sally.tse@surf.nl
Telephone: +31634056677
Internet address: <https://www.surf.nl>
Buyer profile: <https://s2c.mercell.com/buyer/2428>

Roles of this organisation:

Buyer

8.1. ORG-0002

Official name: Rechtbank Den Haag
Registration number: 82946175
Postal address: Prins Clauslaan 60
Town: Den Haag
Postcode: 2595 AJ
Country subdivision (NUTS): Agglomeratie 's-Gravenhage (NL361)
Country: Netherlands

Email: voorlichting.rb.den.haag@rechtspraak.nl

Telephone: (+31) 883622200

Roles of this organisation:

Review organisation

Organisation providing more information on the review procedures

Notice information

Notice identifier/version: ab8e42f8-c9ae-4289-a861-7d65a28043e9 - 01

Form type: Planning

Notice type: Prior information notice or a periodic indicative notice used only for information

Notice subtype: 4

Notice dispatch date: 20/04/2026 23:09:52 (UTC+00:00) Western European Time, GMT

Notice dispatch date (eSender): 20/04/2026 23:09:52 (UTC+00:00) Western European Time, GMT

Languages in which this notice is officially available: Dutch

Notice publication number: 274595-2026

OJ S issue number: 78/2026

Publication date: 22/04/2026

Estimated date of publication of a contract notice within this procedure: 01/06/2026