

## 282017-2026 - Result

Netherlands – Telecommunications services – Telefonie en contactcenter GGD Groningen

OJ S 80/2026 24/04/2026

Contract or concession award notice – standard regime

Services

### 1. Buyer

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#### 1.1. Buyer

Official name: GGD Groningen p.a. gemeente Groningen

Email: [aanbestedingen@groningen.nl](mailto:aanbestedingen@groningen.nl)

Legal type of the buyer: Regional authority

Activity of the contracting authority: General public services

### 2. Procedure

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#### 2.1. Procedure

Title: Telefonie en contactcenter GGD Groningen

Description: Het leveren en instandhouden van een clouddienst t.b.v. telefonie- en contactcenter-functionaliteit, inclusief de afhandeling van inkomende en uitgaande klantcontacten voor de GGD Groningen. - 40 contactcenter agents - 2 supervisors, verdeeld over 9 contactcentergroepen - optioneel: vaste telefonie voor 500 gebruikers - zie verder de aanbestedingsstukken

Procedure identifier: 2e1fbd4c-3e86-4150-b5ea-d6f39bfe0a56

Internal identifier: 2025-50

Type of procedure: Open

The procedure is accelerated: no

##### 2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 64200000 Telecommunications services

Additional classification (cpv): 48510000 Communication software package

##### 2.1.2. Place of performance

Country: Netherlands

Anywhere in the given country

Additional information: Groningen

##### 2.1.3. Value

Estimated value excluding VAT: 800 000,00 EUR

##### 2.1.4. General information

**Legal basis:**

Directive 2014/24/EU

### 5. Lot

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#### 5.1. Lot: LOT-0000

Title: Telefonie en contactcenter GGD Groningen

Description: Het leveren en instandhouden van een clouddienst t.b.v. telefonie- en contactcenterfunctionaliteit, inclusief de afhandeling van inkomende en uitgaande klantcontacten voor de GGD Groningen. Geraamde opdrachtwaarde, inclusief opties en verlengingen betreft €800.000,-  
Internal identifier: 1

#### **5.1.1. Purpose**

Main nature of the contract: Services

Main classification (cpv): 64200000 Telecommunications services

Additional classification (cpv): 48510000 Communication software package

##### **Options:**

Description of the options: Optionele verlenging van drie maal met één jaar. Zie verder de aanbestedingsstukken.

#### **5.1.2. Place of performance**

Country: Netherlands

Anywhere in the given country

Additional information: Groningen

#### **5.1.3. Estimated duration**

Duration: 96 Months

#### **5.1.4. Renewal**

Maximum renewals: 3

Other information about renewals: jaren

#### **5.1.5. Value**

Estimated value excluding VAT: 800 000,00 EUR

#### **5.1.6. General information**

Procurement Project not financed with EU Funds.

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

#### **5.1.7. Strategic procurement**

Aim of strategic procurement: No strategic procurement

#### **5.1.10. Award criteria**

##### **Criterion:**

Type: Quality

Name: kwaliteit

Description: zie aanbestedingsstukken

Category of award fixed criterion: Fixed value (total)

Award criterion number: 60

##### **Criterion:**

Type: Price

Name: Prijs

Description: zie aanbestedingsstukken

Category of award fixed criterion: Fixed value (total)

Award criterion number: 40

#### **5.1.15. Techniques**

##### **Framework agreement:**

No framework agreement

## Information about the dynamic purchasing system:

No dynamic purchase system

### 5.1.16. Further information, mediation and review

Review organisation: GGD Groningen p.a. gemeente Groningen - Rechtbank Noord Nederland, locatie Groningen

Organisation providing additional information about the procurement procedure: GGD Groningen p.a. gemeente Groningen

Organisation providing more information on the review procedures: GGD Groningen p.a. gemeente Groningen

Organisation signing the contract: GGD Groningen p.a. gemeente Groningen

## 6. Results

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Value of all contracts awarded in this notice: 789 000,00 EUR

### 6.1. Result lot identifier: LOT-0000

Winner selection status: At least one winner was chosen.

#### 6.1.2. Information about winners

##### Winner:

Official name: Voys One B.V.

##### Tender:

Tender identifier: 1

Identifier of lot or group of lots: LOT-0000

Value of the tender: 536 000,00 EUR

The tender was ranked: no

The tender is a variant: no

Subcontracting: No

##### Contract information:

Identifier of the contract: CON-0001

Title: P1 Telefonie en contactcenter GGD Groningen

Date of the conclusion of the contract: 23/04/2026

Organisation signing the contract: GGD Groningen p.a. gemeente Groningen

#### 6.1.4. Statistical information

##### Summary of the review requests the buyer received:

Number of complainants: 0

##### Received tenders or requests to participate:

Type of received submissions: Tenders submitted electronically

Number of tenders or requests to participate received: 5

Type of received submissions: Tenders from micro, small or medium tenderers

Number of tenders or requests to participate received: 1

Type of received submissions: Tenders

Number of tenders or requests to participate received: 5

##### Range of tenders:

Value of the lowest admissible tender: 506 000,00 EUR

Value of the highest admissible tender: 714 000,00 EUR

## 8. Organisations

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### 8.1. ORG-0001

Official name: GGD Groningen p.a. gemeente Groningen

Registration number: 461770445

Postal address: Gedempte Zuiderdiep 98

Town: GRONINGEN

Postcode: 9711 HL

Country subdivision (NUTS): Overig Groningen (NL115)

Country: Netherlands

Contact point: Willem Benak

Email: [aanbestedingen@groningen.nl](mailto:aanbestedingen@groningen.nl)

Telephone: +31 611887578

Internet address: <http://www.gemeente.groningen.nl>

Buyer profile: <http://www.gemeente.groningen.nl>

#### **Other contact points:**

Official name: Rechtbank Noord Nederland, locatie Groningen

Postal address: Postbus 781

Town: Groningen

Postcode: 9700 AT

Country subdivision (NUTS): Overig Groningen (NL115)

Country: Netherlands

Email: [info.rechtbanknoordnederland@rechtspraak.nl](mailto:info.rechtbanknoordnederland@rechtspraak.nl)

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

#### **Roles of this organisation:**

Buyer

Organisation providing additional information about the procurement procedure

Review organisation

Organisation providing more information on the review procedures

Organisation signing the contract

### 8.1. ORG-0002

Official name: Voys One B.V.

Size of the economic operator: Small

Registration number: 61958956

Postal address: Lubeckweg 2

Town: GRONINGEN

Postcode: 9723HE

Country subdivision (NUTS): Overig Groningen (NL115)

Country: Netherlands

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

#### **Roles of this organisation:**

Tenderer

**Winner of these lots: LOT-0000**

## Notice information

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Form type: Result

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