

**Netherlands-Amsterdam: Telecommunications system**

OJ S 190/2013 01/10/2013

Contract notice

Services

Directive 2004/18/EC

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Gemeente Amsterdam, Dienst ICT

Postal address: Postbus 94652

Town: Amsterdam

Postal code: 1090 GR

Country: Netherlands

Contact person: Dienst ICT

For the attention of: R. Dobbinga

E-mail: [ictaanbestedingen@amsterdam.nl](mailto:ictaanbestedingen@amsterdam.nl)**Internet address(es):**General address of the contracting authority: <http://www.amsterdam.nl>Address of the buyer profile: <http://www.amsterdam.nl>**Additional information can be obtained from:**

the abovementioned address

**Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:**

the abovementioned address

**Tenders or requests to participate must be submitted:** the abovementioned address**I.2. Type of the contracting authority**

Regional or local authority

**I.3. Main activity**

General public services

**I.4. Contract award on behalf of other contracting authorities**

The contracting authority is purchasing on behalf of other contracting authorities: no

**Section II: Object of the contract**

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**II.1. Description****II.1.1. Title attributed to the contract by the contracting authority**

CCV voor het Contact Center Amsterdam

**II.1.2. Type of contract and place of performance or delivery**

Services

Service category No 5: Telecommunications services

Main site or place of performance: Amsterdam.

NUTS code NL326 Groot-Amsterdam

**II.1.3. Information about a framework agreement or a dynamic purchasing system**

The notice involves a public contract

#### **II.1.4. Information about framework agreement**

#### **II.1.5. Short description of the contract or purchase(s)**

De levering en implementatie van een callcentervoorziening alsmede het beheer en onderhoud gedurende vijf jaren.

#### **II.1.6. CPV code(s)**

32524000 Telecommunications system

#### **II.1.7. Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: yes

#### **II.1.8. Lots**

This contract is divided into lots: no

#### **II.1.9. Information about variants**

Variants will be accepted: no

### **II.2. Scope of the procurement**

#### **II.2.1. Total quantity or scope**

De plafondprijs bedraagt 800 000 EUR.

Estimated value excluding VAT: 800 000 EUR

#### **II.2.2. Information about options**

Options: no

#### **II.2.3. Information about renewals**

### **II.3. Duration of the contract or time limit for completion**

Duration in months: 66 (from the award of the contract)

## **Section III: Legal, economic, financial and technical information**

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### **III.1. Conditions related to the contract**

#### **III.1.1. Deposits and guarantees required**

Zie aanbestedingsdocumenten.

#### **III.1.2. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them**

Zie aanbestedingsdocumenten.

#### **III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded**

Zie aanbestedingsdocumenten.

#### **III.1.4. Contract performance conditions**

The performance of the contract is subject to particular conditions: no

### **III.2. Conditions for participation**

#### **III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions: Zie aanbestedingsdocumenten.

### **III.2.2. Economic and financial ability**

List and brief description of conditions: Zie aanbestedingsdocumenten.

Minimum level(s) of standards possibly required: Zie aanbestedingsdocumenten.

### **III.2.3. Technical and professional ability**

List and brief description of conditions:

Zie aanbestedingsdocumenten.

Minimum level(s) of standards possibly required:

Zie aanbestedingsdocumenten.

### **III.2.4. Information about reserved contracts**

#### **III.3. Conditions specific to services contracts**

#### **III.3.1. Information about a particular profession**

Execution of the service is reserved to a particular profession: no

#### **III.3.2. Information about staff responsible for the performance of the contract**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract: no

## **Section IV: Procedure**

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### **IV.1. Type of procedure**

#### **IV.1.1. Type of procedure**

Open

#### **IV.1.2. Information about the limits on the number of candidates to be invited**

#### **IV.1.3. Information about reduction of the number of solutions or tenders during negotiation or dialogue**

### **IV.2. Award criteria**

#### **IV.2.1. Award criteria**

The most economically advantageous tender in terms of Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **IV.2.2. Information about electronic auction**

An electronic auction will be used: no

### **IV.3. Administrative information**

#### **IV.3.1. File reference number attributed by the contracting authority**

201301\_CCV

#### **IV.3.2. Previous publication concerning this procedure**

no

#### **IV.3.3. Conditions for obtaining specifications and additional documents or descriptive document**

Time limit for receipt of requests for documents or for accessing documents: 11.11.2013

Payable documents: no

#### **IV.3.4.**

**Time limit for receipt of tenders or requests to participate**

21.11.2013 - 12:00

**IV.3.5. Estimated date of dispatch of invitations to tender or to participate to selected candidates**

**IV.3.6. Languages in which tenders or requests to participate may be submitted**

Dutch.

**IV.3.7. Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 3 (from the date stated for receipt of tender)

**IV.3.8. Conditions for opening of tenders**

Date: 21.11.2013 - 13:00

Place:

Amsterdam.

**Section VI: Complementary information**

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**VI.1. Information about recurrence**

This is a recurrent procurement: no

**VI.2. Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds:  
no

**VI.3. Additional information**

Zie aanbestedingsdocumenten.

**VI.4. Procedures for review**

**VI.4.1. Review body**

Official name: Voorzieningenrechter arrondissement Amsterdam

Country: Netherlands

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

**Body responsible for mediation procedures**

Country: Netherlands

**VI.4.2. Review procedure**

Precise information on deadline(s) for review procedures: Zie aanbestedingsdocumenten.

**VI.4.3. Service from which information about the review procedure may be obtained**

Official name: [www.rechtspraak.nl](http://www.rechtspraak.nl)

Country: Netherlands

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

**VI.5. Date of dispatch of this notice**

27.9.2013