

**Netherlands-Zwolle: Telephone switchboard services**  
**OJ S 124/2021 30/06/2021**  
**Contract notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: GBLT

Postal address: Lubeckplein 2

Town: Zwolle

NUTS code: NL Nederland

Postal code: 8017 JZ

Country: Netherlands

Contact person: Mirella Drentje

E-mail: [m.drentje@aevesbenefit.com](mailto:m.drentje@aevesbenefit.com)

Telephone: +316 23544632

**Internet address(es):**

Main address: <http://www.aevesbenefit.com>

Address of the buyer profile: <https://platform.negometrix.com/PublishedTenders.aspx?tenderid=180510>

**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://platform.negometrix.com/PublishedTenders.aspx?tenderid=180510>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted to the abovementioned address

**I.4. Type of the contracting authority**

Body governed by public law

**I.5. Main activity**

Economic and financial affairs

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**Section II: Object**

**II.1. Scope of the procurement**

**II.1.1. Title**

EA Contact Center Oplossing - GBLT - 2021

**II.1.2. Main CPV code**

64214200 Telephone switchboard services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

GBLT is voornemens de Contact Center Oplossing in te kopen.  
Het doel van deze Europese aanbesteding is te komen tot een overeenkomst met één opdrachtnemer. Deze opdracht wordt gegund aan de inschrijver die de economische meest voordelige inschrijving met de beste prijs-kwaliteit heeft uitgebracht.  
Meer informatie over deze aanbesteding is opgenomen in de aanbestedingsstukken die bestaan uit alle op Negometrix gepubliceerde documenten, vragenlijsten, prijslijst, planning en andere informatie.

#### **II.1.5. Estimated total value**

#### **II.1.6. Information about lots**

This contract is divided into lots: no

### **II.2. Description**

#### **II.2.3. Place of performance**

NUTS code: NL Nederland

Main site or place of performance:

#### **II.2.4. Description of the procurement**

GBLT wil een opdrachtnemer contracteren voor de levering, installatie, programmering en het bedrijfsklaar opleveren van een integrale oplossing van de telefonieomgeving ten behoeve van het Klanten Contact Center (KCC) voor het afhandelen van externe klantcontacten

#### **II.2.5. Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.6. Estimated value**

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

Start: 01/10/2021 End: 15/01/2023

This contract is subject to renewal: yes

Description of renewals:

De looptijd van de uitvoeringsfase kan door GBLT éézijdig tegen gelijkblijvende voorwaarden eenmaal verlengd worden voor de duur van 24 maanden en aanvullend nog tweemaal verlengd worden voor een duur van twaalf maanden.

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

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#### **III.1. Conditions for participation**

##### **III.1.1.**

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

List and brief description of conditions:

Inschrijving beroeps- of handelsregister.

### **III.1.2. Economic and financial standing**

Selection criteria as stated in the procurement documents

### **III.1.3. Technical and professional ability**

Selection criteria as stated in the procurement documents

## **Section IV: Procedure**

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### **IV.1. Description**

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

Open procedure

#### **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: 09/08/2021 Local time: 10:00

#### **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**

Dutch

#### **IV.2.6. Minimum time frame during which the tenderer must maintain the tender**

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

#### **IV.2.7. Conditions for opening of tenders**

Date: 09/08/2021 Local time: 10:01

Place:

N.t.b. betreft opening van een digitale kluis.

Information about authorised persons and opening procedure: Er worden geen inschrijvers toegelaten bij de opening van de digitale kluis.

## **Section VI: Complementary information**

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### **VI.1. Information about recurrence**

This is a recurrent procurement: yes

Estimated timing for further notices to be published:

Tijdig voor het verlopen van de onderhavige opdracht wordt de opdracht opnieuw in de markt gezet.

### **VI.2. Information about electronic workflows**

Electronic invoicing will be accepted

Electronic payment will be used

**VI.3. Additional information**

Zie aanbestedingsstukken.

**VI.4. Procedures for review**

**VI.4.1. Review body**

Official name: Rechtbank Overijssel

Town: Zwolle

Country: Netherlands

**VI.4.3. Review procedure**

Precise information on deadline(s) for review procedures:

Zie aanbestedingsstukken.

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

25/06/2021