

**Netherlands-Breukelen: Digital telephone exchanges**

**OJ S 148/2018 03/08/2018**

**Contract notice**

**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: Belastingssamenwerking Gouwe-Rijnland p/a Holland Tender Partners

National registration number: 452112899

Postal address: Stinzenlaan Zuid 219, ter attentie van dhr. M. Veenstra

Town: Breukelen

NUTS code: NL Nederland

Postal code: 3621 TC

Country: Netherlands

Contact person: Marc Veenstra

E-mail: [meveenstra@casema.nl](mailto:meveenstra@casema.nl)

Telephone: +31 613133530

**Internet address(es):**

Main address: <http://www.bsgr.nl>

**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://www.tenderned.nl/tenderned-web/aankondiging/detail/publicatie/akid/961b4f288d461be3da1022d4bfc873e0>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://www.tenderned.nl/tenderned-web/aankondiging/detail/publicatie/akid/961b4f288d461be3da1022d4bfc873e0>

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**

General public services

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**Section II: Object**

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

**II.1.1. Title**

Telefonie-oplossing t.b.v. Belastingssamenwerking Gouwe-Rijnland

Reference number: MV.BSGR/14092018

**II.1.2. Main CPV code**

32552310 Digital telephone exchanges

**II.1.3.**

## **Type of contract**

Services

### **II.1.4. Short description**

Deze Europese aanbesteding betreft de uitvraag van een Telefonie-oplossing ten behoeve het klantcontactcentrum van de Belastingssamenwerking Gouwe-Rijnland (BSGR). De gevraagde Telefonie-oplossing moet het mogelijk maken om door middel van 'toetsingave' (van bijvoorbeeld een aanslagnummer) de klant naar de juiste afdeling van BSGR te routeren. Indien mogelijk wenst BSGR een Telefonie-oplossing te verwerven waarbij het tevens mogelijk is om via spraakherkenning haar klanten gegevens in te laten spreken, eventueel in combinatie met 'toetsingave'. Onderdeel van de opdracht betreft de gesprekskosten voor uitgaande vast telefonie.

### **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: Leiden

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

Zie aanbestedingsdocumenten

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

Criteria below

Quality criterion - Name: Zie aanbestedingsdocument / Weighting: 65

Quality criterion - Name: Kwaliteitscriteria / Weighting: 65

Cost criterion - Name: prijs / Weighting: 35

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

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

Start: 01/01/2019 End: 31/12/2021

This contract is subject to renewal: yes

Description of renewals:

Aantal mogelijke verlengingen: 2. Geraamd tijdsbestek voor verdere opdrachten (vanaf de gunning van de opdracht): 24 maanden.

### **II.2.10. Information about variants**

Variants will be accepted: no

### **II.2.11. Information about options**

Options: yes

Description of options:

Optionele verlenging van 2 x 1 jaar.

### **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:

— Geen crimineel verleden

## 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: 14/09/2018 Local time: 14:00

#### 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: 14/09/2018 Local time: 14:05

## Section VI: Complementary information

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### VI.1. Information about recurrence

This is a recurrent procurement: no

### VI.3. Additional information

### VI.4. Procedures for review

#### VI.4.1. Review body

Official name: Rechtbank den Haag

Town: Den Haag

Country: Netherlands

E-mail: [info@rechtspraak.nl](mailto:info@rechtspraak.nl)

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

**VI.4.3. Review procedure**

Precise information on deadline(s) for review procedures:

20 dagen na dagtekening van de brief waarin namens de aanbestedende dienst de betreffende beslissing wordt meegedeeld.

Beroep aan te tekenen bij de Rechtbank Den Haag.

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

01/08/2018