

**Netherlands-Amstelveen: Telecommunications services**  
**OJ S 120/2022 24/06/2022**  
**Contract notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

---

**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: Sociale Verzekeringsbank  
National registration number: 281871642  
Postal address: Van Heuven Goedhartlaan 1  
Town: Amstelveen  
NUTS code: NL Nederland  
Postal code: 1181 KJ  
Country: Netherlands  
Contact person: Wim Hogendoorn  
E-mail: [inkoop@svb.nl](mailto:inkoop@svb.nl)  
Telephone: +31 206565656  
**Internet address(es):**  
Main address: <http://www.svb.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/043789af76e7c71b44c7f4688ef7eb20>  
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/043789af76e7c71b44c7f4688ef7eb20>  
Tenders or requests to participate must be submitted to the abovementioned address

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

Other type: Zelfstandig Bestuursorgaan (ZBO)

**I.5. Main activity**

Other activity: Uitvoering volksverzekeringen

---

**Section II: Object**

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

**II.1.1. Title**

Telefonie en Communicatiediensten  
Reference number: EA2020113

**II.1.2. Main CPV code**

64200000 Telecommunications services

**II.1.3.**

## **Type of contract**

Services

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

SaaS oplossing voor basistelefonie en klantcontactcenter, inclusief aansluiting met een publiek telefonienetwerk (PSTN).

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

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

This contract is divided into lots: no

## **II.2. Description**

### **II.2.2. Additional CPV code(s)**

48510000 Communication software package, 32552310 Digital telephone exchanges

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

NUTS code: NL Nederland

Main site or place of performance: Amstelveen

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

€5.000.000 tot €7.500.000 voor de initiële looptijd van 5 jaar.

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

Criteria below

Quality criterion - Name: Kwaliteit / Weighting: 70

Price - Weighting: 30

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

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

Duration in months: 60

This contract is subject to renewal: yes

Description of renewals:

5 optionele verlengingsjaren.

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

Variants will be accepted: no

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

Options: yes

Description of options:

De SVB behoudt zich het recht voor om de Opdracht gedurende de looptijd te wijzigen en extra uitbreidingen en verbeteringen van de Dienstverlening in de Overeenkomst onder te brengen als gevolg van marktontwikkelingen, wijzigingen in de wet & regelgeving, ontstane behoefte aan uitbreiding, of noodzakelijk vernieuwing voor het waarborgen van technische verenigbaarheid.

### **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 IV: Procedure

---

### 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: 05/09/2022 Local time: 12:00

#### 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: 4 (from the date stated for receipt of tender)

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

Date: 05/09/2022 Local time: 13:00

## Section VI: Complementary information

---

### 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 Amsterdam

Postal address: Parnassusweg 220

Town: Amsterdam

Postal code: 1076 AV

Country: Netherlands

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

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

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

21/06/2022