

347038-2026 - Competition

Netherlands – IT services: consulting, software development, Internet and support – Kassa-applicatie Burgerzaken

OJ S 97/2026 21/05/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Gemeente Utrecht

Email: mohamed.moulahrabbi@utrecht.nl

Legal type of the buyer: Regional authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Kassa-applicatie Burgerzaken

Description: De gemeente Utrecht wil één overeenkomst afsluiten voor de kassa-applicatie van Publiekszaken. De gevraagde dienstverlening betreft het ter beschikking stellen en onderhouden van Kassasoftware in de vorm van een SaaS-oplossing, die compleet aansluit bij het kassasysteem voor de front- en backoffice van de afdeling Burgerzaken en het leveren van bijbehorende hardware. zie inschrijvingsleidraad

Procedure identifier: 14e926f5-8119-46c9-a75f-89ba5d3e2b5f

Internal identifier: 2025PBZ818

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support

2.1.2. Place of performance

Country subdivision (NUTS): Utrecht (NL350)

Country: Netherlands

Additional information: Utrecht

2.1.3. Value

Estimated value excluding VAT: 350 000,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: European Single Procurement Document (ESPD)

5. Lot

5.1. Lot: LOT-0000

Title: Kassa-applicatie Burgerzaken

Description: De gemeente Utrecht wil één overeenkomst afsluiten voor de kassa-applicatie van Publiekszaken. De gevraagde dienstverlening betreft het ter beschikking stellen en onderhouden van Kassasoftware in de vorm van een SaaS-oplossing, die compleet aansluit bij het kassasysteem voor de front- en backoffice van de afdeling Burgerzaken en het leveren van bijbehorende hardware.

Internal identifier: 1

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support

Options:

Description of the options: geen opties

5.1.2. Place of performance

Country subdivision (NUTS): Utrecht (NL350)

Country: Netherlands

Additional information: Utrecht

5.1.3. Estimated duration

Duration: 120 Months

5.1.4. Renewal

Maximum renewals: 3

Other information about renewals: 3 keer 2 jaar verlenging mogelijk. Zie inschrijvingsleidraad.

5.1.5. Value

Estimated value excluding VAT: 350 000,00 EUR

5.1.6. General information

Reserved participation:

Participation is not reserved.

The names and professional qualifications of the staff assigned to perform the contract must be given: Not required

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

5.1.9. Selection criteria

Sources of selection criteria: European Single Procurement Document (ESPD)

5.1.10. Award criteria

Criterion:

Type: Quality

Name: Kwaliteit ICT Presentatie

Description: Kwaliteit ICT Presentatie

Category of award weight criterion: Weight (points, exact)

Award criterion number: 25

Criterion:

Type: Quality

Name: Functionaliteit van de ICT Presentatie

Description: Functionaliteit van de ICT Presentatie

Category of award weight criterion: Weight (points, exact)

Award criterion number: 25

Criterion:

Type: Quality

Name: Implementatieplan

Description: Implementatieplan

Category of award weight criterion: Weight (points, exact)

Award criterion number: 20

Criterion:

Type: Price

Name: Prijs

Description: Prijs

Category of award weight criterion: Weight (points, exact)

Award criterion number: 30

5.1.11. Procurement documents

Deadline for requesting additional information: 22/06/2026 08:30:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Address of the procurement documents: <https://www.tenderned.nl/aankondigingen/overzicht/425779>

5.1.12. Terms of procurement**Terms of submission:**

Electronic submission: Required

Address for submission: <https://www.tenderned.nl/aankondigingen/overzicht/425779>

Languages in which tenders or requests to participate may be submitted: Dutch

Electronic catalogue: Not allowed

Variants: Not allowed

Deadline for receipt of tenders: 01/09/2026 08:30:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 3 Months

Information about public opening:

Opening date: 01/09/2026 08:31:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: No

Electronic invoicing: Required

Electronic ordering will be used: no

Electronic payment will be used: no

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: Gemeente Utrecht - Rechtbank Midden-Nederland

Organisation providing additional information about the procurement procedure: Gemeente Utrecht - Gemeente Utrecht

Organisation providing more information on the review procedures: Gemeente Utrecht

Organisation receiving requests to participate: Gemeente Utrecht - Inschrijvingen of aanvragen tot deelneming dienen te worden gedaan via www.tenderned.nl

8. Organisations

8.1. ORG-0001

Official name: Gemeente Utrecht

Registration number: 71663234

Postal address: Stadsplateau 1

Town: UTRECHT

Postcode: 3521 AZ

Country subdivision (NUTS): Utrecht (NL350)

Country: Netherlands

Contact point: Mohamed Moulah Rabbi

Email: mohamed.moulahrabbi@utrecht.nl

Telephone: +31 302860000

Internet address: <http://www.utrecht.nl/inkoop>

Buyer profile: <https://www.utrecht.nl/bestuur-en-organisatie/beleid/inkoopbeleid/>

Other contact points:

Official name: Inschrijvingen of aanvragen tot deelneming dienen te worden gedaan via www.tenderned.nl

Town: Utrecht

Postcode: 3521AZ

Country subdivision (NUTS): Utrecht (NL350)

Country: Netherlands

Email: inkoop@utrecht.nl

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

Other contact points:

Official name: Gemeente Utrecht

Town: Utrecht

Postcode: 3521AZ

Country subdivision (NUTS): Utrecht (NL350)

Country: Netherlands

Email: inkoop@utrecht.nl

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

Other contact points:

Official name: Rechtbank Midden-Nederland

Postal address: Postbus 16005

Town: UTRECHT

Postcode: 3500 DA

Country subdivision (NUTS): Utrecht (NL350)

Country: Netherlands

Contact point: Rechtbank Midden-Nederland

Email: midden-nederland@rechtspraak.nl

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

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

Organisation receiving requests to participate

Review organisation

Organisation providing more information on the review procedures

Notice information

Notice identifier/version: 58f07bcc-47fe-4da7-b39b-41ad929d31ef - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

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