

**Netherlands-Zwolle: Software package and information systems**  
**OJ S 172/2017 08/09/2017**  
**Contract award notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: Gemeenschappelijke Regeling Gemeenschappelijk Belastingkantoor

Locosensus Tricijn

National registration number: 16088963

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: +31 623544632

**Internet address(es):**

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

Address of the buyer profile: <https://platform.negometrix.com/PublishedTenders.aspx?tenderid=61810>

**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\_2017\_GR GBLT.

**II.1.2. Main CPV code**

48000000 Software package and information systems

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

GR GBLT is voornemens een Contact Center Oplossing (applicatie) in te kopen.

Het doel van deze Europese aanbesteding is te komen tot één Overeenkomst 'met één

Opdrachtnemer. De Opdracht wordt gegund aan de Inschrijver die, de economisch meest voordelige Inschrijving: beste prijs-kwaliteitverhouding heeft uitgebracht.

Meer informatie over deze Europese aanbesteding treft Inschrijver aan in de Aanbestedingsdocumenten.

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

This contract is divided into lots: no

#### **II.1.7. Total value of the procurement**

Value excluding VAT: 0,01 EUR

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

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

48900000 Miscellaneous software package and computer systems

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

NUTS code: NL Nederland

Main site or place of performance: Zwolle.

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

GR 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 voor het afhandelen van externe klantcontacten.

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

Quality criterion - Name: Diverse kwalitatieve sub-criteria / Weighting: 40

Price - Weighting: 60

#### **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 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.2.1. Previous publication concerning this procedure**

Notice number in the OJ S: [2017/S 096-189108](#)

##### **IV.2.8. Information about termination of dynamic purchasing system**

##### **IV.2.9.**

## Information about termination of call for competition in the form of a prior information notice

### Section V: Award of contract

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A contract/lot is awarded: yes

#### V.2. Award of contract

##### V.2.1. Date of conclusion of the contract

28/07/2017

##### V.2.2. Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 4

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 4

The contract has been awarded to a group of economic operators: no

##### V.2.3. Name and address of the contractor

Official name: Telecats BV

Town: Enschede

NUTS code: NL Nederland

Country: Netherlands

The contractor is an SME: yes

##### V.2.4. Information on value of the contract/lot

Total value of the contract/lot: 0,01 EUR

##### V.2.5. Information about subcontracting

### Section VI: Complementary information

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#### VI.3. Additional information

Zie Aanbestedingsdocumenten.

#### VI.4. Procedures for review

##### VI.4.1. Review body

Official name: Rechtbank Zwolle

Town: Zwolle

Country: Netherlands

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

04/09/2017