

391287-2026 - Competition

Netherlands – Customer-care services – Contact Center-platform

OJ S 108/2026 08/06/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Belastingssamenwerking voor Gemeenten en Waterschappen (BsGW)

Email: info@BsGW.nl

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Contact Center-platform

Description: De Opdracht betreft het realiseren en beschikbaar stellen van een geïntegreerde oplossing voor het klantcontact van de Aanbestedende Dienst, met als doel het ondersteunen en afhandelen van klantinteracties via de realtime kanalen telefonie en livechat. Omvang conform hetgeen opgenomen in de Aanbestedingsstukken.

Procedure identifier: d1b5e459-a6cb-42fc-ab11-183ac1efd85d

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79342320 Customer-care services

Additional classification (cpv): 48510000 Communication software package, 64200000

Telecommunications services, 72267000 Software maintenance and repair services

2.1.2. Place of performance

Country: Netherlands

Anywhere in the given country

Additional information: Midden-Limburg

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Procurement Document

5. Lot

5.1. Lot: LOT-0000

Title: Contact Center-platform

Description: De Opdracht betreft het realiseren en beschikbaar stellen van een geïntegreerde oplossing voor het klantcontact van de Aanbestedende Dienst, met als doel het ondersteunen en afhandelen van klantinteracties via de realtime kanalen telefonie en livechat. Omvang conform hetgeen opgenomen in de Aanbestedingsstukken.

Internal identifier: 1

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79342320 Customer-care services

Additional classification (cpv): 48510000 Communication software package, 64200000

Telecommunications services, 72267000 Software maintenance and repair services

Options:

Description of the options: Conform hetgeen is opgenomen in de Aanbestedingsstukken.

5.1.2. Place of performance

Country: Netherlands

Anywhere in the given country

Additional information: Midden-Limburg

5.1.3. Estimated duration

Start date: 25/09/2026

Duration end date: 25/09/2034

5.1.4. Renewal

Maximum renewals: 4

Other information about renewals: Conform hetgeen is opgenomen in de Aanbestedingsstukken.

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: Procurement Document

5.1.10. Award criteria

Criterion:

Type: Quality

Name: (sub)Gunningscriterium 1 - Oplossing

Description: (sub)Gunningscriterium 1 - Oplossing

Category of award fixed criterion: Fixed value (total)

Award criterion number: 35

Criterion:

Type: Quality

Name: (sub)Gunningscriterium 2 - Implementatie en migratie

Description: (sub)Gunningscriterium 2 - Implementatie en migratie

Category of award fixed criterion: Fixed value (total)

Award criterion number: 15

Criterion:

Type: Quality

Name: (sub)Gunningscriterium 3 - Servicemanagement

Description: (sub)Gunningscriterium 3 - Servicemanagement

Category of award fixed criterion: Fixed value (total)

Award criterion number: 15

Criterion:

Type: Quality

Name: (sub)Gunningscriterium 4 - Live-demo

Description: (sub)Gunningscriterium 4 - Live-demo

Category of award fixed criterion: Fixed value (total)

Award criterion number: 35

Criterion:

Type: Price

Name: Prijs

Description: Prijs

Category of award fixed criterion: Fixed value (total)

Award criterion number: 0

5.1.11. Procurement documents

Deadline for requesting additional information: 03/07/2026 12:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Address of the procurement documents: <https://www.tenderned.nl/aankondigingen/overzicht/428062>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://www.tenderned.nl/aankondigingen/overzicht/428062>

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

Electronic catalogue: Not allowed

Variants: Not allowed

Deadline for receipt of tenders: 07/08/2026 12:00:00 (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: 07/08/2026 12:00:00 (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: Belastingsamenwerking voor Gemeenten en Waterschappen (BsGW) - Rechtbank Limburg (Maastricht)

Organisation providing additional information about the procurement procedure: Belastingsamenwerking voor Gemeenten en Waterschappen (BsGW)

Organisation providing more information on the review procedures: Belastingsamenwerking voor Gemeenten en Waterschappen (BsGW)

Organisation receiving requests to participate: Belastingsamenwerking voor Gemeenten en Waterschappen (BsGW)

8. Organisations

8.1. ORG-0001

Official name: Belastingsamenwerking voor Gemeenten en Waterschappen (BsGW)

Registration number: 302458391

Postal address: Kerkeveldlaan 2

Town: Roermond

Postcode: 6042 JX

Country subdivision (NUTS): Midden-Limburg (NL422)

Country: Netherlands

Contact point: Rachelle Barendse

Email: info@BsGW.nl

Telephone: +31 650451147

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

Other contact points:

Official name: Rechtbank Limburg (Maastricht)

Postal address: Sint Annadal 1

Town: Maastricht

Postcode: 6214 PA

Country subdivision (NUTS): Zuid-Limburg (NL423)

Country: Netherlands

Contact point: -

Email: br.kort.geding.RB-LIM.roermond@rechtspraak.nl

Telephone: +31 883612222

Internet address: <https://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: 85c4823e-889d-4cf9-950f-59685862c745 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

Notice dispatch date: 05/06/2026 13:18:46 (UTC+02:00) Eastern European Time, Central European Summer Time

Languages in which this notice is officially available: Dutch

Notice publication number: 391287-2026

OJ S issue number: 108/2026

Publication date: 08/06/2026