

412690-2026 - Competition

Netherlands – Telephone switchboard services – Teams Phone System met KCC en Omnichannel oplossing
OJ S 114/2026 16/06/2026
Contract or concession notice – standard regime
Services

1. Buyer

1.1. Buyer

Official name: Solido

Email: inkopen@solido-it.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: Teams Phone System met KCC en Omnichannel oplossing

Description: De doelstelling is het contracteren van één Opdrachtnemer voor de aanschaf van nieuwe toekomstbestendige Microsoft Teams oplossing met Contactcenter (KCC) / Omnichannel oplossing voor zowel Solido als diverse andere organisaties. De doelstelling is het contracteren van één Opdrachtnemer voor de aanschaf van nieuwe toekomstbestendige Microsoft Teams oplossing met Contactcenter (KCC) / Omnichannel oplossing voor zowel Solido als diverse andere organisaties.

Procedure identifier: b9630e22-544a-4485-b5ae-de683f432f18

Internal identifier: PITCT-1479

Type of procedure: Restricted

The procedure is accelerated: no

Main features of the procedure: Op deze Aanbestedingsprocedure is de Aanbestedingswet 2012 van toepassing. De Aanbestedingsprocedure die leidt tot de opdrachtverlening verloopt in twee fasen, de selectiefase- en gunningsfase.

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 64214200 Telephone switchboard services

2.1.2. Place of performance

Country: Netherlands

Anywhere in the given country

Additional information: Heerlen

2.1.3. Value

Estimated value excluding VAT: 3 876 000,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

5. Lot

5.1. Lot: LOT-0000

Title: Teams-oplossing met Klantcontactcenter (KCC)-en Omnichannel oplossing

Description: Solido beoogt een Raamovereenkomst te sluiten voor de dienstverlening omtrent de implementatie- en ingebruikname van Microsoft Teams-oplossing met Klantcontactcenter (KCC)-en Omnichannel oplossing.

Internal identifier: 1

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 64214200 Telephone switchboard services

Options:

Description of the options: In de documenten, welke zijn geüpload door Aanbestedende dienst, staat beschreven welke dienstverlening Aanbestedende dienst wenst af te nemen.

Solido behoudt zich het recht om binnen deze Raamovereenkomst de extra aankopen te doen.

5.1.2. Place of performance

Country: Netherlands

Anywhere in the given country

Additional information: Heerlen

5.1.3. Estimated duration

Duration: 72 Months

5.1.4. Renewal

Maximum renewals: 2

Other information about renewals: De initiële looptijd van de Raamovereenkomst is 4 jaar met twee optionele verlengingsjaren.

5.1.5. Value

Estimated value excluding VAT: 3 876 000,00 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)

Information about the second stage of a two-stage procedure:

Minimum number of candidates to be invited for the second stage of the procedure: 5

Maximum number of candidates to be invited for the second stage of the procedure: 5

The procedure will take place in successive stages. At each stage, some participants may be eliminated

5.1.10. Award criteria

Criterion:

Type: Quality

Name: Subgunningscriterium Kwaliteit

Description: Subgunningscriterium Kwaliteit

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

Award criterion number: 70

Criterion:

Type: Price

Name: Subgunningscriterium Prijs

Description: Subgunningscriterium Prijs

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

Award criterion number: 30

5.1.11. Procurement documents

Deadline for requesting additional information: 13/07/2026 09:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Address of the procurement documents: <https://www.tenderned.nl/aankondigingen/overzicht/429079>

5.1.12. Terms of procurement

Terms of the procedure:

Estimated date of dispatch of the invitations to submit tenders: 13/10/2026

Terms of submission:

Electronic submission: Required

Address for submission: <https://www.tenderned.nl/aankondigingen/overzicht/429079>

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

Electronic catalogue: Not allowed

Variants: Not allowed

Deadline for receipt of requests to participate: 04/09/2026 09:00:00 (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: Allowed

Electronic ordering will be used: no

Electronic payment will be used: no

5.1.15. Techniques

Framework agreement:

Framework agreement, partly without reopening and partly with reopening of competition

Maximum number of participants: 1

Justification for the duration of the framework agreement: Aanbestedende dienst kiest voor deze looptijd, vanwege: Hoogwaardige technische implementatie en integratie tussen de Aanbesteding Telefonie Vast en Mobiel en de Niet-Openbare Aanbesteding Teams Phone System & Klantcontactcenter met omnichannel Doordat beide aanbestedingen met elkaar verweven zijn en bij beide aanbestedingen sprake is van hoogwaardige technische integraties en inrichting van systemen, met daarin meegenomen implementatiekosten per deelnemer,

acht Aanbestedende dienst het gerechtvaardigd, juist vanwege de verschillende looptijden van de huidige contracten van individuele deelnemers, om een looptijd te kiezen van 4 jaar met twee optiejaren.

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Mediation organisation: Solido - Solido - Bemiddeling

Review organisation: Solido - Rechtbank Maastricht

Organisation providing additional information about the procurement procedure: Solido

Organisation providing more information on the review procedures: Solido - Solido -

Beroepsprocedures

Organisation receiving requests to participate: Solido

8. Organisations

8.1. ORG-0001

Official name: Solido

Registration number: 846435084

Postal address: CBS-weg 2

Town: Heerlen

Postcode: 6412EZ

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

Country: Netherlands

Contact point: Fabian van Eck

Email: inkopen@solido-it.nl

Telephone: +31 653491187

Internet address: <http://www.solido-it.nl>

Other contact points:

Official name: Solido - Bemiddeling

Postal address: CBS-Weg 2

Town: Heerlen

Postcode: 6412 EZ

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

Country: Netherlands

Contact point: Solido

Other contact points:

Official name: Rechtbank Maastricht

Postal address: Sint Annadal 1

Town: Maastricht

Postcode: 6214PA

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

Country: Netherlands

Contact point: Rechtbank Maastricht

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

Other contact points:

Official name: Solido - Beroepsprocedures

Postal address: CBS-Weg 2

Town: Heerlen

Postcode: 6412 EZ

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

Country: Netherlands

Contact point: Solido

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

Mediation organisation

Notice information

Notice identifier/version: 76f71324-742f-4fb3-9d6b-a841f1fec754 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

Notice dispatch date: 12/06/2026 17:21:04 (UTC+02:00) Eastern European Time, Central European Summer Time

Languages in which this notice is officially available: Dutch

Notice publication number: 412690-2026

OJ S issue number: 114/2026

Publication date: 16/06/2026