

Netherlands-Oss: Software package and information systems

OJ S 136/2023 18/07/2023

Contract notice

Supplies

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: gemeente Oss

National registration number: 82056995

Postal address: Raadhuislaan 2

Town: Oss

NUTS code: NL Nederland

Postal code: 5341GM

Country: Netherlands

Contact person: Harm van der Toolen

E-mail: h.van.der.toolen@oss.nl

Telephone: +31 412629911

Internet address(es):

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

Address of the buyer profile: <https://www.oss.nl/gemeente/bedrijven/aanbestedingen.htm>

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://www.tenderned.nl/aankondigingen/overzicht/304056/details>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://www.tenderned.nl/aankondigingen/overzicht/304056/details>

Tenders or requests to participate must be submitted to the abovementioned address

I.4. Type of the contracting authority

Regional or local authority

I.5. Main activity

General public services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Nieuw Communicatieplatform

Reference number: 2023-07/PC/EOL-01

II.1.2. Main CPV code

48000000 Software package and information systems

II.1.3.

Type of contract

Supplies

II.1.4. Short description

In deze aanbesteding ligt de focus en scope op de vervanging van de huidige telefooncentrale ten behoeve van de telefonische bereikbaarheid, en aangevuld met nieuwe vormen van communicatie zoals videobellen, e-mail, verbeterde live-chat functionaliteit en optioneel social media. Het nieuwe platform moet de mogelijkheid hebben deze kanalen te integreren en bij kunnen dragen aan het Omnichannel dienstverleningsmodel.

II.1.5. Estimated total value

II.1.6. Information about lots

This contract is divided into lots: yes

Tenders may be submitted for all lots

II.2. Description

II.2.1. Title

Nieuw Communicatieplatform

Lot No: 1

II.2.2. Additional CPV code(s)

48000000 Software package and information systems, 64200000 Telecommunications services

II.2.3. Place of performance

NUTS code: NL413 Noordoost-Noord-Brabant

Main site or place of performance: Oss

II.2.4. Description of the procurement

Circa 1200 medewerkers/gebruikers, 33 ACD agents, 2 supervisors

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: 48

This contract is subject to renewal: yes

Description of renewals:

De looptijd van de overeenkomst bedraagt 4 jaren na operationele ingebruikname met daarna een optie tot verlenging van twee maal twee jaar. De mogelijkheid tot verlenging is ter beoordeling van de Aanbestedende dienst.

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: yes

Description of options:

Er worden geen optionele functies gevraagd, echter toekomstige ontwikkelingen kunnen tot aanvullende opdrachten leiden. In dit kader:

De Aanbestedende dienst behoudt zich het recht voor om overeenkomstig artikel 2.36 Aanbestedingswet 2012 met een onderhandelingsprocedure zonder aankondiging nieuwe diensten gedurende de looptijd van de Overeenkomst toe te vertrouwen aan de winnende Inschrijver, voor zover die diensten bestaan uit een herhaling c.q. uitbreiding van soortgelijke diensten. De omvang van eventuele aanvullende diensten bedraagt jaarlijks maximaal 20% van de gegunde opdracht (zie paragraaf 2.6 van het Aanbestedingsdocument). Wel een optie is verlenging van de overeenkomst.

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 III: Legal, economic, financial and technical information

III.1. Conditions for participation

III.1.2. Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3. Technical and professional ability

Selection criteria as stated in the procurement documents

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: 02/10/2023 Local time: 14:00

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: 3 (from the date stated for receipt of tender)

IV.2.7. Conditions for opening of tenders

Date: 02/10/2023 Local time: 15:00

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 Oost-Brabant

Postal address: Postbus 70584

Town: 's-Hertogenbosch

Postal code: 5201CZ

Country: Netherlands

E-mail: info.rechtbankshertogenbosch@rechtspraak.nl

Telephone: +31 736202020

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

VI.5. Date of dispatch of this notice

13/07/2023