

Netherlands-Amsterdam: Helpdesk services

OJ S 173/2021 07/09/2021

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: GÉANT Vereniging

National registration number: 40535155

Postal address: Hoekenrode 3

Town: Amsterdam

NUTS code: NL Nederland

Postal code: 1102 BR

Country: Netherlands

E-mail: procurement@geant.org

Telephone: +31 020530448

Fax: +31 020530449

Internet address(es):

Main address: <https://www.geant.org>

Address of the buyer profile: <http://www.supply2.geant.org/>

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: https://portal.negometrix.com/index.cfm?action=sourcing:___requestform.subscribe&document=BF3AF067-F8AB-C44A-C222459121FD524F

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: https://portal.negometrix.com/index.cfm?action=sourcing:___requestform.subscribe&document=BF3AF067-F8AB-C44A-C222459121FD524F

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

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

Other activity: Research and Education Networks

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Service Desk Tender

II.1.2. Main CPV code

72253100 Helpdesk services

II.1.3. Type of contract

Services

II.1.4. Short description

We aim to establish a contract with a single supplier of 1st line Service Desk function as part of the Operations Centre, for a maximum term of up to 4 years.

II.1.5. Estimated total value

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.3. Place of performance

NUTS code: NL Nederland

II.2.4. Description of the procurement

GEANT is using the Open Procedure under the Dutch Public Procurement Act (Aanbestedingswet 2012, revised 1 July 2016) which implements Article 30 of the Council Directive 2014/24/EU of 26 February 2014 into Dutch Law, and Bidders are referred to those Regulations.

II.2.5. Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. Estimated value

II.2.7. Duration of the contract, framework agreement or dynamic purchasing system

Duration in months: 24

This contract is subject to renewal: yes

Description of renewals:

plus 2 x 12 month extensions renewals.

II.2.10. Information about variants

Variants will be accepted: no

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: yes

Identification of the project: The Géant Project

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: 14/10/2021 Local time: 13:00

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

English

IV.2.6. Minimum time frame during which the tenderer must maintain the tender

Tender must be valid until: 20/12/2021

IV.2.7. Conditions for opening of tenders

Date: 14/10/2021 Local time: 13:00

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about electronic workflows

Electronic invoicing will be accepted

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Rechtbank Amsterdam

Town: Amsterdam

Country: Netherlands

Internet address: <https://www.rechtspraak.nl/Organisatie-en-contact/Organisatie/Rechtbanken/Rechtbank-Amsterdam>

VI.5. Date of dispatch of this notice

02/09/2021