

**Netherlands-Utrecht: IT services: consulting, software development, Internet and support  
OJ S 218/2017 14/11/2017****Contract notice  
Services****Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Stichting Halt  
National registration number: 51673872  
Postal address: Churchillaan 11, 9de verdieping  
Town: Utrecht  
NUTS code: NL Nederland  
Postal code: 3527 GV  
Country: Netherlands  
Contact person: Mark Plate  
E-mail: [m.plate@supplyvalue.nl](mailto:m.plate@supplyvalue.nl)  
Telephone: +31 611355072  
**Internet address(es):**  
Main address: <http://www.halt.nl>

**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://www.tenderned.nl/tenderned-web/aankondiging/detail/publicatie/akid/d6cab352fac1a0191204899f5399230e>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://www.tenderned.nl/tenderned-web/aankondiging/detail/publicatie/akid/d6cab352fac1a0191204899f5399230e>

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: buurt en clubhuiswerk en samenlevingsopbouwwerk

**Section II: Object**

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**II.1. Scope of the procurement****II.1.1. Title**

Aanschaf zaaksysteem Stichting Halt.

**II.1.2. Main CPV code**

72000000 IT services: consulting, software development, Internet and support

**II.1.3. Type of contract**

Services

#### **II.1.4. Short description**

De Stichting Halt is voornemens een Europese aanbesteding uit te schrijven voor de vervanging van de huidige twee zaaksystemen Aurah en RegiHalt.

#### **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

Main site or place of performance: Utrecht.

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

Onderstaand een overzicht van de beoogde functionaliteiten, die minimaal nodig zijn voor de vervanging van de huidige zaaksystemen:

— Relatiebeheer:

o Afsprakenbeheer (inclusief inzicht en verwerking in Halt agenda's).

o Klantcontactbeheer.

o Contractmanagement.

o Outputmanagement.

— Zaakbeheer:

o Zaakstelsysteem catalogus.

o Zaak creatie.

o Zaak dossier.

o Statusbewaking.

o Klantgegevens.

o Behandelgegevens.

o Financiële gegevens.

o Zoeken.

o Anonimiseren van gegevens.

o Geo-informatie (bijvoorbeeld bij het zoeken van een werklocatie).

— Documentbeheer:

o Documenten creatie.

o Documenten registratie.

o Zoeken.

o Archivering.

o Vernietiging.

— Externe communicatie (koppeling met telefoon, email, web etc.):

o Versturen van mails.

o Genereren van poststukken.

o Notities en logging van telefonische gesprekken.

o Informatieverstrekking aangaande zaken middels een web portaal.

— Managementinformatie:

o Operationele rapportage (opvolgen van zaken en afspraken).

o Business informatie en analyse.

— Koppelingen:

o Kantoorautomatisering.

o Ketenpartners.

- o Landelijke voorzieningen.
- o Basisregistraties.
- Bedrijfsvoering:
- o Financiële administratie.
- o HRM.
- o Inkoop.

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

Criteria below

Quality criterion - Name: Prestatie-onderbouwing / Weighting: 20

Quality criterion - Name: Best Value / Weighting: 75

Price - Weighting: 25

#### **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:

Er zijn twee optionele verlengingsperiodes van twee jaar.

#### **II.2.10. Information about variants**

Variants will be accepted: no

#### **II.2.11. Information about options**

Options: yes

Description of options:

De kosten voor aanvullende consultancy-diensten en/of uitvoerende werkzaamheden dienen te worden onderbouwd in bijlage I11 — Prijsonderbouwing.

#### **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**

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#### **III.1. Conditions for participation**

##### **III.1.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions:

— Geen crimineel verleden.

### **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 145-299388](#)

##### **IV.2.2. Time limit for receipt of tenders or requests to participate**

Date: 05/03/2018 Local time: 12:00

##### **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.2.7. Conditions for opening of tenders**

Date: 05/03/2018 Local time: 12:00

#### **Section VI: Complementary information**

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##### **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 Midden-Nederland

Postal address: Vrouwe Justitiaplein 1

Town: Utrecht

Postal code: 3511 EX

Country: Netherlands

E-mail: [info@rechtspraak.nl](mailto:info@rechtspraak.nl)

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

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

09/11/2017