

Netherlands-Utrecht: Telecommunications services

OJ S 159/2022 19/08/2022

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Stichting Slachtofferhulp Nederland

National registration number: 472213272

Postal address: Moeder Teresalaan 100

Town: UTRECHT

NUTS code: NL Nederland

Postal code: 3527 WB

Country: Netherlands

Contact person: Hanneke Chorus

E-mail: aanbesteding@slachtofferhulp.nl

Telephone: +31 639298777

Internet address(es):

Main address: <http://www.slachtofferhulp.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/fa33e1f3ed615ab1bba93c6cffd8e5e3>

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/fa33e1f3ed615ab1bba93c6cffd8e5e3>

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: Specifiek maatschappelijk werk

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Vaste- en mobiele telefonie en Klant Contactcentrum

II.1.2. Main CPV code

64200000 Telecommunications services

II.1.3. Type of contract

Services

II.1.4. Short description

Europese aanbesteding in 2 percelen:

- Vast en mobiele telefonie
- Klant Contact center applicatie voor CAI

Onder vast en mobiel vallen alle reguliere vaste telefonie diensten en mobiele telefonie diensten:

- Alle vaste telefonie (op hoofd- en nevenlocaties) die momenteel gekoppeld is op de bedrijfstelefonie centrale;
- Alle nummerblokken die geregistreerd staan op naam en gekoppeld zijn op de bedrijfstelefonie centrale en de vast-/mobieloplossing, te weten: 0900-nummerreeksen, 030-nummerreeksen en 088-nummerreeksen;
- Nummers als: 116-006
- En alle mobiele telefoniediensten:

Alle mobiele nummers en abonnementen t.b.v. smartphones en tablets;

- Mobile Device Management, de beheeromgeving voor alle mobiele abonnementen.

Klant Contact Center applicatie:

- Alle contactcenter functionaliteit en beheer en doorontwikkeling

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

Vaste- en mobiele telefonie

Lot No: 1

II.2.2. Additional CPV code(s)

64227000 Integrated telecommunications services

II.2.3. Place of performance

NUTS code: NL Nederland

Main site or place of performance: Utrecht

II.2.4. Description of the procurement

1156000 euro voor 4 opeenvolgende jaren (op basis van historische gegevens)

II.2.5. Award criteria

Criteria below

Quality criterion - Name: Migratieplan / Weighting: 10

Quality criterion - Name: Kwaliteitssysteem / Weighting: 20

Quality criterion - Name: Kwaliteit dienstverlening / Weighting: 10

Quality criterion - Name: Eenmalige kosten / Weighting: 5

Price - Weighting: 50

II.2.6. Estimated value

Value excluding VAT: 1 156 000,00 EUR

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:

2x 1 jaar verlenging mogelijk

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: yes

Description of options:

duur overeenkomst is 4 jaar

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

II.2. Description

II.2.1. Title

Klantcontactcenter applicatie voor CAI

Lot No: 2

II.2.2. Additional CPV code(s)

64211000 Public-telephone services

II.2.3. Place of performance

NUTS code: NL Nederland

Main site or place of performance: Utrecht

II.2.4. Description of the procurement

200000 euro

II.2.5. Award criteria

Criteria below

Price

II.2.6. Estimated value

Value excluding VAT: 200 000,00 EUR

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:

2x 1 jaar verlenging mogelijk

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: yes

Description of options:

duur overeenkomst is 4 jaar

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.1.1. 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

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: [2022/S 135-384634](#)

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

Date: 01/10/2022 Local time: 23:59

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: 03/10/2022 Local time: 09:00

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: Arrondissementsrechtbank Utrecht

Town: Utrecht

Country: Netherlands

E-mail: midden-nederland@rechtspraak.nl

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

VI.5. Date of dispatch of this notice

16/08/2022