

Netherlands-Amsterdam: IT services: consulting, software development, Internet and support

OJ S 142/2023 26/07/2023

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Vrije Universiteit Amsterdam

National registration number: 26682388

Postal address: Van der Boechorststraat 1, Gebouw Transitorium

Town: Amsterdam

NUTS code: NL Nederland

Postal code: 1081 BT

Country: Netherlands

Contact person: Remco Stel

E-mail: aanbestedingen.fpc@vu.nl

Telephone: +31 631659199

Internet address(es):

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

Address of the buyer profile: <https://vu.nl/nl/over-de-vu/meer-over/afdeling-inkoopmanagement>

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://www.tenderned.nl/aankondigingen/overzicht/304996/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/304996/details>

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

Education

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Aanbesteding KCC

Reference number: 20072023

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

Deze aanbesteding betreft de verwerving, inrichting en configuratie van een Klant Contact Center (KCC) omgeving, welke geïntegreerd is met het huidige telecomsysteem van de Aanbestedende dienst

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

KCC
Lot No: 1

II.2.2. Additional CPV code(s)

48000000 Software package and information systems

II.2.3. Place of performance

NUTS code: NL329 Groot-Amsterdam
Main site or place of performance: Amsterdam

II.2.4. Description of the procurement

1 Systeem

II.2.5. Award criteria

Criteria below
Quality criterion - Name: Kwaliteit / Weighting: 60
Price - Weighting: 40

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:
Verlenging opties van tweemaal een jaar

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: yes
Description of options:
Verlenging opties van tweemaal een 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,
- Geen faillissement

III.1.2. Economic and financial standing

List and brief description of selection criteria:

- Financiële en economische draagkracht

III.1.3. Technical and professional ability

List and brief description of selection criteria:

- Kwaliteitssysteemcertificaat

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: 04/09/2023 Local time: 11:30

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: 04/09/2023 Local time: 11:30

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 Amsterdam

Postal address: Parnassusweg 220

Town: Amsterdam

Postal code: 1076 AV

Country: Netherlands

E-mail: cb.amsterdam@rechtspraak.nl

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

VI.4.2. Body responsible for mediation procedures

Official name: Nederlands Arbitrage Instituut

Postal address: Weena 505

Town: Rotterdam

Postal code: 3013 AL

Country: Netherlands

E-mail: secretariaat@nai-nl.org

Telephone: +31 102816969

Fax: +31 102816968

Internet address: <http://www.nai-nl.org/nl/>

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

20 dagen na voornemen tot gunning

VI.5. Date of dispatch of this notice

21/07/2023