

Netherlands-The Hague: Customer-care services
OJ S 144/2023 28/07/2023
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: CAK

National registration number: 56806787

Postal address: Prinses Beatrixlaan 7

Town: 's-Gravenhage

NUTS code: NL Nederland

Postal code: 2595AK

Country: Netherlands

Contact person: Vincent van den Berghe

E-mail: vberghe@hetcak.nl

Telephone: +31 638161645

Internet address(es):

Main address: www.hetcak.nl

Address of the buyer profile: <https://s2c.mercell.com/buyer/2467>

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

Economic and financial affairs

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Uitbesteding afhandeling klantcontact INK23.008

II.1.2. Main CPV code

79342320 Customer-care services

II.1.3. Type of contract

Services

II.1.4. Short description

betreft de gunning van de Europese aanbesteding 'uitbesteding afhandeling klantcontact'

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7.

Total value of the procurement

Value excluding VAT: 15 000 000,00 EUR

II.2. Description

II.2.3. Place of performance

NUTS code: NL Nederland

II.2.4. Description of the procurement

Betreft de Europese aanbesteding 'uitbesteding afhandeling klantcontact'

II.2.5. Award criteria

Price

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:
no

II.2.14. Additional information

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

The procurement involves the establishment of a framework agreement

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: [2023/S 052-153172](#)

IV.2.8. Information about termination of dynamic purchasing system

IV.2.9. Information about termination of call for competition in the form of a prior information notice

Section V: Award of contract

Contract No: Yource Operations B.V.

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

01/07/2023

V.2.2. Information about tenders

Number of tenders received: 3

The contract has been awarded to a group of economic operators: no

V.2.3. Name and address of the contractor

Official name: Yource Operations B.V.

Town: Rotterdam

NUTS code: NL3 West-Nederland

Country: Netherlands

The contractor is an SME: no

V.2.4. Information on value of the contract/lot

Initial estimated total value of the contract/lot: 15 000 000,00 EUR

Total value of the contract/lot: 15 000 000,00 EUR

V.2.5. Information about subcontracting**Section VI: Complementary information**

VI.3. Additional information**VI.4. Procedures for review****VI.4.1. Review body**

Official name: Rechtbank Den Haag

Town: Den Haag

Country: Netherlands

VI.5. Date of dispatch of this notice

25/07/2023