

**Netherlands-Utrecht: IT services: consulting, software development, Internet and support
OJ S 145/2023 31/07/2023****Contract notice
Services****Legal Basis:**

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Stichting het Juridisch Loket

National registration number: 531914125

Postal address: Moreelsepark 1 3de etage

Town: UTRECHT

NUTS code: NL Nederland

Postal code: 3511EP

Country: Netherlands

Contact person: Susan van der Linden

E-mail: ea@pro10.nl

Telephone: +31 703819724

Internet address(es):Main address: <http://www.juridischloket.nl>**I.3. Communication**The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://www.tenderned.nl/aankondigingen/overzicht/305408/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/305408/details>

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

I.4. Type of the contracting authority

Other type: Landelijke Stichting

I.5. Main activity

Other activity: Juridische Dienstverlening

Section II: Object

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

Contact Center as a Service (CCaaS) applicatie

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

Het Juridisch Loket wenst een overeenkomst te sluiten met één opdrachtnemer voor het voorzien van een werkende en beheerde Contact Center as a Service applicatie (CCaaS applicatie) om alles wat nodig is om telefonische interacties met relaties af te handelen. Hierbij wordt het huidige systeem vervangen, is er sprake van een soepele overgang en kunnen nieuwe functionaliteiten worden toegevoegd.

Alle ondernemers die aan de eisen voldoen worden uitgenodigd een inschrijving in te dienen. Dat kan zelfstandig, als samenwerkingsverband en/of door een beroep te doen op derden en/of onderaannemers.

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

Contact Center as a Service (CCaaS) applicatie
Lot No: 1

II.2.2. Additional CPV code(s)

72000000 IT services: consulting, software development, Internet and support, 72212510
Communication software development services, 48510000 Communication software package

II.2.3. Place of performance

NUTS code: NL Nederland

II.2.4. Description of the procurement

Zie de aanbestedingsleidraad voor de geraamde omvang van de opdracht.

II.2.5. Award criteria

Criteria below

Quality criterion - Name: Programma van eisen en wensen / Weighting: 21

Quality criterion - Name: Implementatieplan, beheer en exitstrategie / Weighting: 8

Quality criterion - Name: Kansendossier / Weighting: 7

Quality criterion - Name: SROI / Weighting: 8

Quality criterion - Name: Mondeling deel / Weighting: 30

Price - Weighting: 26

II.2.6. Estimated value

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

Duration in months: 36

This contract is subject to renewal: yes

Description of renewals:

Er is sprake van een dienstverleningsovereenkomst met een initiële looptijd van 36 maanden met de mogelijkheid de overeenkomst driemaal tegen dezelfde voorwaarden te verlengen voor een periode van telkens 24 maanden. De maximale looptijd bedraagt daarmee 108 maanden (9 jaar).

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: yes

Description of options:

Zie verlengingen

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:

- Uitsluitingsgronden

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:

- Technische en beroepsbekwaamheid - kerncompetenties,
- Beroepsbevoegdheid,
- Technische en beroepsbekwaamheid - certificeringen

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: 12/09/2023 Local time: 10:00

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.2.6.

Minimum time frame during which the tenderer must maintain the tender

Duration in months: 4 (from the date stated for receipt of tender)

IV.2.7. Conditions for opening of tenders

Date: 12/09/2023 Local time: 10:15

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 Midden Nederland

Postal address: Vrouwe Justitiaplein 1

Town: Utrecht

Postal code: 3511 EX

Country: Netherlands

E-mail: midden-nederland@rechtspraak.nl

Telephone: +31 883620000

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

VI.5. Date of dispatch of this notice

26/07/2023