

467466-2026 - Competition

Netherlands – Public-opinion polling services – Fiscale Monitor (onderzoek)

OJ S 128/2026 07/07/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Belastingdienst, IUC Belastingdienst

Email: cfd.inkoop-aanbestedingen@belastingdienst.nl

Legal type of the buyer: Central government authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Fiscale Monitor (onderzoek)

Description: De opdracht betreft het uitvoeren van de Fiscale Monitor en de Douane Monitor: terugkerend onderzoek naar de houding en ervaringen van burgers en bedrijven ten aanzien van de Belastingdienst en Douane, ten behoeve van drie directoraten-generaal; voor meer informatie zie de aanbestedingsdocumenten De geraamde waarde exclusief btw is € 985.525.

De maximale waarde exclusief btw is € 1.095.028

Procedure identifier: bdaf071e-c834-405a-aabb-4116f09b8715

Internal identifier: IUC25-663

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79320000 Public-opinion polling services

Additional classification (cpv): 79300000 Market and economic research; polling and statistics

2.1.2. Place of performance

Country: Netherlands

Anywhere in the given country

Additional information: Utrecht

2.1.3. Value

Estimated value excluding VAT: 985 525,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: European Single Procurement Document (ESPD)

5. Lot

5.1. Lot: LOT-0000

Title: Fiscale Monitor (onderzoek)

Description: De opdracht betreft het uitvoeren van de Fiscale Monitor en de Douane Monitor: terugkerend onderzoek naar de houding en ervaringen van burgers en bedrijven ten aanzien van de Belastingdienst en Douane, ten behoeve van drie directoraten-generaal; voor meer informatie zie de aanbestedingsdocumenten De geraamde waarde exclusief btw is € 985.525. De maximale waarde exclusief btw is € 1.095.028

Internal identifier: 1

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79320000 Public-opinion polling services

Additional classification (cpv): 79300000 Market and economic research; polling and statistics

Options:

Description of the options: De raamovereenkomst heeft een looptijd van twee jaar met de optie tot tweemaal verlengen met één jaar (2+1+1), en kent een herzieningsclausule voor Douane (€ 50.000 inclusief btw) en een jaarlijkse indexeringsclausule (CBS-index, vanaf 1 januari 2028).

5.1.2. Place of performance

Country: Netherlands

Anywhere in the given country

Additional information: Utrecht

5.1.3. Estimated duration

Duration: 2 Years

5.1.4. Renewal

Maximum renewals: 2

Other information about renewals: maximaal 2 verlengingen van 1 jaar

5.1.5. Value

Estimated value excluding VAT: 985 525,00 EUR

5.1.6. General information

Reserved participation:

Participation is not reserved.

The names and professional qualifications of the staff assigned to perform the contract must be given: Not required

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): yes

5.1.7. Strategic procurement

Aim of strategic procurement: No strategic procurement

5.1.9. Selection criteria

Sources of selection criteria: European Single Procurement Document (ESPD)

5.1.10. Award criteria

Criterion:

Type: Quality

Name: Wens 1

Description: Zie beschrijvend document hoofdstuk 4

Category of award weight criterion: Weight (points, exact)

Award criterion number: 45

Criterion:

Type: Quality

Name: Wens 2

Description: Zie beschrijvend document hoofdstuk 4

Category of award weight criterion: Weight (points, exact)

Award criterion number: 25

Criterion:

Type: Quality

Name: Wens 3

Description: Zie beschrijvend document hoofdstuk 4

Category of award weight criterion: Weight (points, exact)

Award criterion number: 15

Criterion:

Type: Price

Name: Prijs

Description: Zie beschrijvend document hoofdstuk 4 en prijzenblad

Category of award weight criterion: Weight (points, exact)

Award criterion number: 15

5.1.11. Procurement documents

Deadline for requesting additional information: 24/08/2026 10:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Address of the procurement documents: <https://www.tenderned.nl/aankondigingen/overzicht/431981>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://www.tenderned.nl/aankondigingen/overzicht/431981>

Languages in which tenders or requests to participate may be submitted: Dutch

Electronic catalogue: Not allowed

Variants: Not allowed

Deadline for receipt of tenders: 21/09/2026 10:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 3 Months

Information about public opening:

Opening date: 21/09/2026 10:05:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: No

Electronic invoicing: Required

Electronic ordering will be used: no

Electronic payment will be used: no

5.1.15. Techniques

Framework agreement:

Framework agreement, without reopening of competition

Maximum number of participants: 1

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Review organisation: Belastingdienst, IUC Belastingdienst - Rechtbank Den Haag

Organisation providing additional information about the procurement procedure:

Belastingdienst, IUC Belastingdienst

Organisation providing more information on the review procedures: Belastingdienst, IUC

Belastingdienst - Meldpunt klachtafhandeling aanbestedingen Belastingdienst / website

commissie van aanbestedingsexperts. Zie voor een toelichting op de klachtafhandeling de aanbestedingsdocumenten.

Organisation receiving requests to participate: Belastingdienst, IUC Belastingdienst

8. Organisations

8.1. ORG-0001

Official name: Belastingdienst, IUC Belastingdienst

Registration number: 12629279

Postal address: Tiberdreef 12-24 IUC Belastingdienst

Town: Utrecht

Postcode: 3561 GG

Country subdivision (NUTS): Utrecht (NL350)

Country: Netherlands

Contact point: IUC Belastingdienst

Email: cfd.inkoop-aanbestedingen@belastingdienst.nl

Telephone: +31 111111111

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

Other contact points:

Official name: Rechtbank Den Haag

Postal address: Postbus 20302

Town: Den Haag

Postcode: 2500 EH

Country subdivision (NUTS): Agglomeratie 's-Gravenhage (NL361)

Country: Netherlands

Email: voorlichting.rb.den.haag@rechtspraak.nl

Telephone: +31 883612012

Fax: +31 883610694

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

Other contact points:

Official name: Meldpunt klachtafhandeling aanbestedingen Belastingdienst / website commissie van aanbestedingsexperts. Zie voor een toelichting op de klachtafhandeling de aanbestedingsdocumenten.

Postal address: Tiberdreef 12

Town: Utrecht

Postcode: 3561 GG

Country subdivision (NUTS): Utrecht (NL350)

Country: Netherlands

Email: klachtenmeldpuntaanbestedingen@belastingdienst.nl

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

Roles of this organisation:

Buyer
Organisation providing additional information about the procurement procedure
Organisation receiving requests to participate
Review organisation
Organisation providing more information on the review procedures

Notice information

Notice identifier/version: 0eb32831-e747-4424-8d17-e04acbc5993e - 01
Form type: Competition
Notice type: Contract or concession notice – standard regime
Notice subtype: 16
Notice dispatch date: 06/07/2026 09:01:54 (UTC+02:00) Eastern European Time, Central European Summer Time
Languages in which this notice is officially available: Dutch
Notice publication number: 467466-2026
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