

Netherlands-Utrecht: Customer-care services
OJ S 205/2018 24/10/2018
Contract award notice – utilities
Services

Legal Basis:

Directive 2014/25/EU

Section I: Contracting entity

I.1. Name and addresses

Official name: NS Reizigers B.V.

National registration number: 41680548

Postal address: Laan van Puntenburg 100

Town: Utrecht

NUTS code: NL Nederland

Postal code: 3511ER

Country: Netherlands

Contact person: Louise Vlaar

E-mail: procurementsupport@ns.nl

Telephone: +31 302353897

Internet address(es):

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

I.6. Main activity

Railway services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

EA KlanteNService diensten

II.1.2. Main CPV code

79342320 Customer-care services

II.1.3. Type of contract

Services

II.1.4. Short description

NS zoekt twee leveranciers ten behoeve van KlanteNService diensten.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 1,00 EUR

II.2. Description

II.2.2.

Additional CPV code(s)

79510000 Telephone-answering services, 72253000 Helpdesk and support services, 64227000 Integrated telecommunications services

II.2.3. Place of performance

NUTS code: NL Nederland

II.2.4. Description of the procurement

Zie Selectieleidraad

II.2.5. Award criteria

Quality criterion - Name: Kwaliteit / Weighting: 0

Price - Weighting: 0

II.2.11. Information about options

Options: yes

Description of options:

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 IV: Procedure**

IV.1. Description**IV.1.1. Type of procedure**

Restricted 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: [2017/S 247-521063](#)

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 periodic indicative notice****Section V: Award of contract**

Contract No: 1

Title:

EA KlanteNService diensten

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

01/10/2018

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: Webhelp Nederland BV

Postal address: Koraalrood 50

Town: Zoetermeer

NUTS code: NL Nederland

Postal code: 2718 SC

Country: Netherlands

The contractor is an SME: yes

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

Total value of the contract/lot: 1,00 EUR

V.2.5. Information about subcontracting

V.2.6. Price paid for bargain purchases

Section VI: Complementary information

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

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

VI.5. Date of dispatch of this notice

23/10/2018