

Netherlands-Amsterdam: Customer-care services
OJ S 207/2018 26/10/2018
Contract notice – utilities
Services

Legal Basis:

Directive 2014/25/EU

Section I: Contracting entity

I.1. Name and addresses

Official name: N.V. Nuon Energy
Postal address: Hoekenrode 8
Town: Amsterdam
NUTS code: NL Nederland
Postal code: 1102 BR
Country: Netherlands
Contact person: Caron Wagemans
E-mail: caron.wagemans@vattenfall.com
Telephone: +31 615159598
Internet address(es):
Main address: <http://www.nuon.com>

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: https://portal.commerce-hub.com/index.cfm?action=sourcing:__requestform.subscribe&document=7899C70F-FF5F-E74F-CC2C0E4C10C4223A
Additional information can be obtained from the abovementioned address
Tenders or requests to participate must be submitted to the abovementioned address

I.6. Main activity

Electricity

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

BPO Back-Office BtC and BtB

II.1.2. Main CPV code

79342320 Customer-care services

II.1.3. Type of contract

Services

II.1.4. Short description

This tender concerns the outsourcing of a part of our business processes of the back office for NV Nuon Energy's Customer Service in The Netherlands.

II.1.5.

Estimated total value

Value excluding VAT: 2 000 000,00 EUR

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.3. Place of performance

NUTS code: NL Nederland

II.2.4. Description of the procurement

See selection guide.

II.2.5. Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. Estimated value

Value excluding VAT: 2 000 000,00 EUR

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

Duration in months: 24

This contract is subject to renewal: yes

Description of renewals:

3 x 12 months.

II.2.9. Information about the limits on the number of candidates to be invited

Maximum number: 4Objective criteria for choosing the limited number of candidates:

See selection guide.

II.2.10. Information about variants

Variants will be accepted: no

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 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:

See selection guide.

III.1.2. Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3. Technical and professional ability

Selection criteria as stated in the procurement documents

III.1.4. Objective rules and criteria for participation

List and brief description of rules and criteria:

See selection guide.

III.1.7. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them

See selection guide.

III.1.8. Legal form to be taken by the group of economic operators to whom the contract is to be awarded

See selection guide.

III.2. Conditions related to the contract

III.2.2. Contract performance conditions

See selection guide.

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

Framework agreement with a single operator

IV.1.8. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: no

IV.2. Administrative information

IV.2.2. Time limit for receipt of tenders or requests to participate

Date: 05/12/2018 Local time: 12:00

IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates

Date: 19/10/2018

IV.2.4. Languages in which tenders or requests to participate may be submitted

Dutch, English

IV.2.6. Minimum time frame during which the tenderer must maintain the tender

Tender must be valid until: 18/10/2019

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information

This tendering procedure is fully executed using the e-sourcing tools of Commerce-Hub B.V. All correspondence concerning this tender must take place via the Website. The tender documents are only made available via the Commerce-Hub tender platform ("Website") (www.commerce-hub.com), and the candidate must submit all requested documents for the purpose of registration via the Website. Questions about the Website may be directed by the prospective to Commerce-Hub. E-mail: customer.service@commerce-hub.com
Telephone (inland): 088 - 46 30 300 (during office hours)
Telephone (international): +31 88 46 30 350 (during office hours)

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

VI.5. Date of dispatch of this notice

24/10/2018