

Netherlands-Schiphol: IT services: consulting, software development, Internet and support
OJ S 151/2023 08/08/2023
Contract notice – utilities
Services

Legal Basis:

Directive 2014/25/EU

Section I: Contracting entity

I.1. Name and addresses

Official name: Luchtverkeersleiding Nederland

National registration number: 34367959

Postal address: Stationsplein-ZW 1001

Town: Schiphol

NUTS code: NL Nederland

Postal code: 1117CV

Country: Netherlands

Contact person: Yvonne Antonovic

E-mail: yvonne.antonovic@lvnl.nl

Telephone: +31 634002320

Internet address(es):

Main address: www.lvnl.nl

Address of the buyer profile: <https://s2c.mercell.com/buyer/18066>

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://s2c.mercell.com/today/46136>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://s2c.mercell.com/today/46136>

I.6. Main activity

Airport-related activities

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

ITSM-adviesdiensten en ServiceNow implementatie

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

De aanbesteding heeft als doel om een overeenkomst af te sluiten voor inrichting procesorganisatie en implementatie het van ServiceNow als nieuwe ITSM-tool voor LVNL.

Daarnaast vraagt LVNL incidenteel om advies voor servicemanagement gerelateerde vraagstukken, zowel tijdens als na de implementatie.

II.1.5. Estimated total value

Value excluding VAT: 1 200 000,00 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

Main site or place of performance: Schiphol-Oost

II.2.4. Description of the procurement

Dit is de selectiefase voor de aanbesteding van de ITSM-implementatie- en consultancy-partner. LVNL heeft ServiceNow als nieuwe ITSM-tool gekozen. Aan deze partner wordt gevraagd:

A. Het geven van advies rondom standaardisatie van procesinrichting op het gebied van servicemanagement en CMDB (Configuratie Management Database).

B. LVNL te ondersteunen bij de vervanging van de huidige ITSM-tool;

C. Het geven van aanverwante ondersteunende dienstverlening (onder andere consultancy).

II.2.5. Award criteria

Criteria below

Price

II.2.6. Estimated value

Value excluding VAT: 1 200 000,00 EUR

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

Start: 01/12/2023 End: 30/11/2027

This contract is subject to renewal: yes

Description of renewals:

De beoogde overeenkomst heeft een initiële looptijd van vier (4) jaar met de mogelijkheid om drie (3) keer met één (1) jaar te verlengen. De totale mogelijke contractduur inclusief verlenging bedraagt zeven (7) jaar.

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

Envisaged minimum number: 1Maximum number: 5Objective criteria for choosing the limited number of candidates:

Uitsluitingsgronden, selectiecriteria en geschiktheidseisen worden in de selectieleidraad nader toegelicht.

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:

Zie Selectieleidraad

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:

Zie Selectieleidraad

III.1.6. Deposits and guarantees required

n.v.t.

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

n.v.t.

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

n.v.t.

III.2. Conditions related to the contract

III.2.2. Contract performance conditions

Zie Selectieleidraad

III.2.3. Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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: 19/09/2023 Local time: 17:00

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

Date: 16/10/2023

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: 3 (from the date stated for receipt of tender)

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3. Additional information

n.v.t.

VI.4. Procedures for review

VI.4.1. Review body

Official name: Rechtbank Amsterdam

Town: Amsterdam

Country: Netherlands

VI.4.2. Body responsible for mediation procedures

Official name: Rechtbank Amsterdam

Town: Amsterdam

Country: Netherlands

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

Zie selectieleidraad

VI.4.4. Service from which information about the review procedure may be obtained

Official name: Rechtbank Amsterdam

Town: Amsterdam

Country: Netherlands

VI.5. Date of dispatch of this notice

03/08/2023