

**Netherlands-The Hague: Software-related services**  
**OJ S 171/2022 06/09/2022**  
**Contract notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: Koninklijke Bibliotheek  
National registration number: 2100393  
Postal address: Pr Willem-Alexanderhof 5  
Town: 'S-GRAVENHAGE  
NUTS code: NL Nederland  
Postal code: 2595BE  
Country: Netherlands  
Contact person: Dick Scheeringa  
E-mail: [inkoop@kb.nl](mailto:inkoop@kb.nl)  
Telephone: +31 703140310  
**Internet address(es):**  
Main address: <http://www.kb.nl>

**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://www.tenderned.nl/tenderned-web/aankondiging/detail/publicatie/akid/dfb1a44240c128dcc5b79e8462afc1dd>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://www.tenderned.nl/tenderned-web/aankondiging/detail/publicatie/akid/dfb1a44240c128dcc5b79e8462afc1dd>

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

**I.4. Type of the contracting authority**

Body governed by public law

**I.5. Main activity**

Other activity: Nationale Bibliotheek

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**Section II: Object**

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

**II.1.1. Title**

Klantcontactstelsysteem  
Reference number: DS22-1-9-22

**II.1.2. Main CPV code**

72260000 Software-related services

**II.1.3.**

## **Type of contract**

Services

### **II.1.4. Short description**

Een Saas oplossing in de vorm van een klantcontactstelsysteem voor een efficiënt en optimaal klantenservicebeheer.

### **II.1.5. Estimated total value**

### **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: Den Haag

### **II.2.4. Description of the procurement**

Minimaal aantal te verwerken aantal tickets = 6.000

Totaal aantal gebruikers circa 33, waarvan ongeveer 25 gelijktijdig

### **II.2.5. Award criteria**

Criteria below

Quality criterion - Name: kwaliteit / Weighting: 1

Cost criterion - Name: prijs / Weighting: 1

### **II.2.6. Estimated value**

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

Start: 01/12/2022 End: 30/11/2026

This contract is subject to renewal: yes

Description of renewals:

De opdracht kent een initiële contractperiode van 4 jaren en kan jaarlijks worden verlengd.

### **II.2.10. Information about variants**

Variants will be accepted: no

### **II.2.11. Information about options**

Options: yes

Description of options:

De opdracht kent een initiële contractperiode van 4 jaren en kan jaarlijks worden verlengd.

### **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**

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### **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:

- Geen crimineel verleden,
- Betalingen belastingen en premies,
- Geen ernstige beroepsfout,
- Geen faillissement of surseance van betaling,
- Geen gerechtelijke uitspraak beroepsgedragsregel,
- Geen schending milieu-, sociaal en arbeidsrecht

## Section IV: Procedure

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### 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: 25/10/2022 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: 3 (from the date stated for receipt of tender)

#### IV.2.7. Conditions for opening of tenders

Date: 25/10/2022 Local time: 10:05

## Section VI: Complementary information

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### 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 Den-Haag

Town: Den-Haag

Country: Netherlands

E-mail: [info.rb.den.haag@rechtspraak.nl](mailto:info.rb.den.haag@rechtspraak.nl)

Internet address: <https://www.rechtspraak.nl/Organisatie-en-contact/Organisatie/Rechtbanken/Rechtbank-Den-Haag/Paginas/default.aspx>

### VI.5.

**Date of dispatch of this notice**

01/09/2022