

## 506306-2026 - Competition

**Netherlands – Supply services of personnel including temporary staff – Inhuur van Onderzoeks-, Service Design- en UX#Expertise**

**OJ S 139/2026 22/07/2026**

**Contract or concession notice – standard regime  
Services**

### 1. Buyer

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#### 1.1. Buyer

Official name: Gemeente Den Haag

Email: [arnt.berck@denhaag.nl](mailto:arnt.berck@denhaag.nl)

Legal type of the buyer: Local authority

Activity of the contracting authority: General public services

### 2. Procedure

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#### 2.1. Procedure

Title: Inhuur van Onderzoeks-, Service Design- en UX#Expertise

Description: De afgelopen jaren is binnen de gemeente Den Haag een duidelijke toename zichtbaar in de inzet van expertise op het gebied van onderzoek (kwalitatief en kwantitatief), service design en User Experience design (ook wel UX genoemd). Deze disciplines worden steeds vaker ingezet om gemeentelijke dienstverlening te verbeteren en inzicht te krijgen in de behoeften van inwoners, ondernemers, bezoekers en medewerkers. Hoewel binnen de gemeente kennis en expertise op deze vakgebieden aanwezig is, overstijgt de vraag inmiddels de beschikbare interne capaciteit. De verwachting is dat deze behoefte de komende jaren verder zal toenemen. De gemeente Den Haag kiest daarom voor een gemeente brede raamovereenkomst voor de tijdelijke inzet (inhuur) van deze specialistische expertise. Hiermee kan de gemeente flexibel, efficiënt en toekomstbestendig beschikken over passende expertise. De Opdracht is verdeeld in 3 percelen: Perceel 1: Kwantitatief onderzoek Perceel 2: Kwalitatief onderzoek & Service design (SD) Perceel 3: User Experience Design (UX)

Procedure identifier: 5b26098c-ac28-40c8-9299-fa4034dd54fb

Internal identifier: 1787f4fd-03b7-4476-93ac-27319fea4aad

Type of procedure: Open

The procedure is accelerated: no

##### 2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79620000 Supply services of personnel including temporary staff

##### 2.1.2. Place of performance

Country: Netherlands

Anywhere in the given country

Additional information: Zie documentatie

##### 2.1.3. Value

Estimated value excluding VAT: 10 000 000,00 EUR

##### 2.1.4. General information

**Legal basis:**

Directive 2014/24/EU

**2.1.5. Terms of procurement****Terms of submission:**

Maximum number of lots for which one tenderer can submit tenders: 3

**Terms of contract:**

Maximum number of lots for which contracts can be awarded to one tenderer: 3

**2.1.6. Grounds for exclusion**

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

**5. Lot**

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**5.1. Lot: LOT-0001**

Title: Kwantitatief onderzoeker

Description: Kwantitatief onderzoek richt zich op het verzamelen, analyseren en interpreteren van data om inzicht te krijgen in de kwaliteit van de gemeentelijke dienstverlening en de ervaringen van inwoners, ondernemers en medewerkers. De resultaten worden gebruikt om ontwikkelingen te monitoren, verbeterkansen te signaleren en de effecten van veranderingen meetbaar te maken. Dit perceel heeft betrekking op het inhuren van bijbehorende functies.

Internal identifier: eb71f786-f3e9-4320-ad5b-194c4e651a4f

**5.1.1. Purpose**

Main nature of the contract: Services

Main classification (cpv): 79620000 Supply services of personnel including temporary staff

**5.1.2. Place of performance**

Country: Netherlands

Anywhere in the given country

Additional information: Zie documentatie

**5.1.3. Estimated duration**

Duration: 2 Years

**5.1.4. Renewal**

Maximum renewals: 2

**5.1.5. Value**

Estimated value excluding VAT: 2 000 000,00 EUR

**5.1.6. General information****Reserved participation:**

Participation is not reserved.

Procurement Project not financed with EU Funds.

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

**5.1.9. Selection criteria**

Sources of selection criteria: Procurement Document

**5.1.11. Procurement documents**

Address of the procurement documents: <https://s2c.mercell.com/today/210098>

**5.1.12. Terms of procurement**

**Terms of submission:**

Electronic submission: Allowed

Address for submission: <https://s2c.mercell.com/today/210098>

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

Electronic catalogue: Not allowed

Deadline for receipt of tenders: 14/09/2026 10:00:00 (UTC+00:00) Western European Time, GMT

Duration during which the tender must remain valid: 4 Months

**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: yes

Electronic payment will be used: yes

**5.1.15. Techniques****Framework agreement:**

Framework agreement, with reopening of competition

Maximum number of participants: 3

**Information about the dynamic purchasing system:**

No dynamic purchase system

**5.1.16. Further information, mediation and review**

Review organisation: Rechtbank Den Haag

Information about review deadlines: Zie aanbestedingsleidraad.

Organisation providing more information on the review procedures: Rechtbank Den Haag

**5.1. Lot: LOT-0002**

Title: Kwalitatief onderzoek & Service design (SD)

Description: Kwalitatief onderzoek richt zich op het begrijpen van de behoeften, ervaringen, motivaties en het gedrag van inwoners, ondernemers en medewerkers. Door middel van verschillende onderzoeksmethodes (bijv. gesprekken en observaties) worden inzichten opgehaald die helpen om dienstverlening, beleid en processen beter aan te laten sluiten op de praktijk. Service design richt zich op het analyseren, ontwerpen en verbeteren van dienstverlening vanuit het perspectief van inwoners, ondernemers en medewerkers. Daarbij wordt gekeken naar de volledige keten (klantreis) van interacties tussen gebruiker en organisatie en naar alle kanalen. Dit perceel heeft betrekking op het inhuren van bijbehorende functies.

Internal identifier: 6c946afb-c6c2-4503-8261-065059c65810

**5.1.1. Purpose**

Main nature of the contract: Services

Main classification (cpv): 79620000 Supply services of personnel including temporary staff

**5.1.2. Place of performance**

Country: Netherlands

Anywhere in the given country

Additional information: Zie documentatie

**5.1.3. Estimated duration**

Duration: 2 Years

#### **5.1.4. Renewal**

Maximum renewals: 2

#### **5.1.5. Value**

Estimated value excluding VAT: 5 000 000,00 EUR

#### **5.1.6. General information**

##### **Reserved participation:**

Participation is not reserved.

Procurement Project not financed with EU Funds.

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

#### **5.1.9. Selection criteria**

Sources of selection criteria: Procurement Document

#### **5.1.11. Procurement documents**

Address of the procurement documents: <https://s2c.mercell.com/today/210098>

#### **5.1.12. Terms of procurement**

##### **Terms of submission:**

Electronic submission: Allowed

Address for submission: <https://s2c.mercell.com/today/210098>

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

Electronic catalogue: Not allowed

Deadline for receipt of tenders: 14/09/2026 10:00:00 (UTC+00:00) Western European Time, GMT

Duration during which the tender must remain valid: 4 Months

##### **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: yes

Electronic payment will be used: yes

#### **5.1.15. Techniques**

##### **Framework agreement:**

Framework agreement, with reopening of competition

Maximum number of participants: 3

##### **Information about the dynamic purchasing system:**

No dynamic purchase system

#### **5.1.16. Further information, mediation and review**

Review organisation: Rechtbank Den Haag

Information about review deadlines: Zie leidraad.

Organisation providing more information on the review procedures: Rechtbank Den Haag

#### **5.1. Lot: LOT-0003**

Title: User Experience Design (UX)

Description: UX design richt zich op het ontwerpen en verbeteren van digitale interacties tussen gebruikers en gemeentelijke systemen of kanalen, zoals websites, formulieren en apps. Dit perceel heeft betrekking op het inhuren van bijbehorende functies.

Internal identifier: 7abe69c9-d416-43ea-95b0-df140e08abd9

#### **5.1.1. Purpose**

Main nature of the contract: Services

Main classification (cpv): 79620000 Supply services of personnel including temporary staff

#### **5.1.2. Place of performance**

Country: Netherlands

Anywhere in the given country

Additional information: Zie documentatie

#### **5.1.3. Estimated duration**

Duration: 2 Years

#### **5.1.4. Renewal**

Maximum renewals: 2

#### **5.1.5. Value**

Estimated value excluding VAT: 3 000 000,00 EUR

#### **5.1.6. General information**

##### **Reserved participation:**

Participation is not reserved.

Procurement Project not financed with EU Funds.

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

#### **5.1.9. Selection criteria**

Sources of selection criteria: Procurement Document

#### **5.1.11. Procurement documents**

Address of the procurement documents: <https://s2c.mercell.com/today/210098>

#### **5.1.12. Terms of procurement**

##### **Terms of submission:**

Electronic submission: Allowed

Address for submission: <https://s2c.mercell.com/today/210098>

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

Electronic catalogue: Not allowed

Deadline for receipt of tenders: 14/09/2026 10:00:00 (UTC+00:00) Western European Time, GMT

Duration during which the tender must remain valid: 4 Months

##### **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: yes

Electronic payment will be used: yes

#### **5.1.15. Techniques**

##### **Framework agreement:**

Framework agreement, with reopening of competition

Maximum number of participants: 3

##### **Information about the dynamic purchasing system:**

No dynamic purchase system

#### **5.1.16. Further information, mediation and review**

Review organisation: Rechtbank Den Haag

Information about review deadlines: Zie leidraad.

Organisation providing more information on the review procedures: Rechtbank Den Haag

## 8. Organisations

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### 8.1. ORG-0001

Official name: Gemeente Den Haag

Registration number: 27370927

Postal address: Spui 70

Town: 's-Gravenhage

Postcode: 2511BT

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

Country: Netherlands

Contact point: Arnt Berck

Email: [arnt.berck@denhaag.nl](mailto:arnt.berck@denhaag.nl)

Telephone: +31650019456

Internet address: <https://www.denhaag.nl/nl/in-de-stad/ondernemen/zaken-doen-met-de-gemeente.htm>

Buyer profile: <https://s2c.mercell.com/buyer/19684>

**Roles of this organisation:**

Buyer

### 8.1. ORG-0002

Official name: Rechtbank Den Haag

Registration number: 221909103

Postal address: Prins Clauslaan 60

Town: Den Haag

Postcode: 2595AJ

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

Country: Netherlands

Email: [voorlichting.rb.den.haag@rechtspraak.nl](mailto:voorlichting.rb.den.haag@rechtspraak.nl)

Telephone: +31 703813131

Internet address: <http://www.rechtspraak.nl/Organisatie/Rechtbanken/Den-Haag/Contact>

**Roles of this organisation:**

Review organisation

Organisation providing more information on the review procedures

## Notice information

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Notice type: Contract or concession notice – standard regime

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