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

1.1. Buyer

Official name: Gemeente Den Haag
Email: arnt.berck@denhaag.nl
Legal type of the buyer: Local authority
Activity of the contracting authority: General public services

2. Procedure

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

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

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
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
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

Notice identifier/version: 591b0f55-0487-46f0-a81a-ad799cea5078 - 01
Form type: Competition
Notice type: Contract or concession notice – standard regime
Notice subtype: 16
Notice dispatch date: 20/07/2026 19:42:31 (UTC+00:00) Western European Time, GMT
Notice dispatch date (eSender): 20/07/2026 19:42:31 (UTC+00:00) Western European Time, GMT
Languages in which this notice is officially available: Dutch
Notice publication number: 506306-2026
OJ S issue number: 139/2026

Publication date: 22/07/2026