

507238-2026 - Competition

Netherlands – Telephone-answering services – Beheer en hosting Nationaal Storingsnummer
OJ S 139/2026 22/07/2026
Contract or concession notice – standard regime
Services

1. Buyer

1.1. Buyer

Official name: Netbeheer Nederland

Email: secretariaat@netbeheernederland.nl

Legal type of the buyer: Entity with special or exclusive rights

Activity of the contracting entity: Electricity-related activities

2. Procedure

2.1. Procedure

Title: Beheer en hosting Nationaal Storingsnummer

Description: De aanbestede Opdracht ziet op het beheer en de hosting van het landelijke storingsnummer voor gas en elektriciteit (0800-9009) en het bijbehorende betaalde nummer (0900-9009111) inclusief centrale IVR-omgeving, routing, beheerportals en koppelingen met de contactcenters van de Regionale NetBeheerders (RNB's). De Opdrachtnemer wordt door NB NL gecontracteerd voor de volledige telefoniedienstverlening, waaronder het aannemen van oproepen, het beheren van de IVR-omgeving, de routing van gesprekken naar de juiste RNB of het CCI en het leveren van het sectorale beheerplatform. Zie voor de gehele opdrachtomschrijving de Selectieleidraad. Nader te bepalen: zie Selectieleidraad

Procedure identifier: a4cd5b97-2e8e-42e9-ab62-5d66f1dca9f2

Internal identifier: SL200726

Type of procedure: Restricted

The procedure is accelerated: no

Main features of the procedure: Zie Selectieleidraad

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79510000 Telephone-answering services

Additional classification (cpv): 64214200 Telephone switchboard services, 72415000 World wide web (www) site operation host services

2.1.2. Place of performance

Country: Netherlands

Anywhere in the given country

2.1.4. General information

Legal basis:

Directive 2014/25/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Procurement Document

5. Lot

5.1. Lot: LOT-0000

Title: Geen perceelindeling: het betreft 1 Opdracht

Description: Zie Selectieleidraad Zie Selectieleidraad

Internal identifier: 1

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79510000 Telephone-answering services

Additional classification (cpv): 64214200 Telephone switchboard services, 72415000 World wide web (www) site operation host services

Options:

Description of the options: Zie Selectieleidraad

5.1.2. Place of performance

Country: Netherlands

Anywhere in the given country

5.1.3. Estimated duration

Duration: 36 Months

5.1.4. Renewal

Maximum renewals: 5

Other information about renewals: Netbeheer Nederland kan vijfmaal met één jaar verlengen: zie Selectieleidraad.

5.1.6. General information

Reserved participation:

Participation is not reserved.

The names and professional qualifications of the staff assigned to perform the contract must be given: Not required

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): no

5.1.7. Strategic procurement

Aim of strategic procurement: No strategic procurement

5.1.9. Selection criteria

Sources of selection criteria: Procurement Document

Information about the second stage of a two-stage procedure:

Minimum number of candidates to be invited for the second stage of the procedure: 0

5.1.10. Award criteria

Criterion:

Type: Cost

Name: Het betreft de Selectiefase: gunningscriteria zijn nu nvt

Description: Het betreft de Selectiefase: gunningscriteria zijn nu nvt Zie Selectieleidraad

Category of award weight criterion: Weight (points, exact)

Award criterion number: 100

5.1.11. Procurement documents

Deadline for requesting additional information: 03/08/2026 12:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time
Address of the procurement documents: <https://www.tenderned.nl/aankondigingen/overzicht/434175>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://www.tenderned.nl/aankondigingen/overzicht/434175>

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

Electronic catalogue: Not allowed

Variants: Not allowed

Deadline for receipt of requests to participate: 24/08/2026 09:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: No

Conditions relating to the performance of the contract: Zie Selectieleidraad

A non-disclosure agreement is required: yes

Additional information about the non-disclosure agreement: Dit betreft een geheimhoudingsovereenkomst in de Gunningsfase: zie Selectieleidraad

Electronic invoicing: Required

Electronic ordering will be used: no

Electronic payment will be used: yes

Financial arrangement: -

5.1.15. Techniques

Framework agreement:

No framework agreement

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Review organisation: Netbeheer Nederland - Netbeheer Nederland

Organisation providing additional information about the procurement procedure: Netbeheer Nederland

Organisation providing more information on the review procedures: Netbeheer Nederland

Organisation receiving requests to participate: Netbeheer Nederland

8. Organisations

8.1. ORG-0001

Official name: Netbeheer Nederland

Registration number: 227768864

Department: Netbeheer Nederland

Postal address: Anna van Buerenplein 43

Town: Den Haag

Postcode: 2595 DA

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

Country: Netherlands

Contact point: Vincent Gorissen

Email: secretariaat@netbeheernederland.nl

Telephone: +31 702055000

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

Buyer profile: <http://www.netbeheernederland.nl>

Other contact points:

Official name: Netbeheer Nederland

Postal address: Postbus 90608

Town: Den Haag

Postcode: 2509LP

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

Country: Netherlands

Contact point: M Artz

Email: secretariaat@netbeheernederland.nl

Telephone: +31 702055000

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

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

Organisation receiving requests to participate

Review organisation

Organisation providing more information on the review procedures

Notice information

Notice identifier/version: 7222e204-ea27-4a6c-a447-dd467f4ac36d - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 17

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