

Netherlands-Utrecht: Customer-care services
OJ S 247/2017 23/12/2017
Contract notice – utilities
Services

Legal Basis:

Directive 2014/25/EU

Section I: Contracting entity

I.1. Name and addresses

Official name: NS Reizigers B.V.

National registration number: 41680548

Postal address: Laan van Puntenburg 100

Town: Utrecht

NUTS code: NL Nederland

Postal code: 3511ER

Country: Netherlands

Contact person: Louise Vlaar

E-mail: procurementsupport@ns.nl

Telephone: +31 302353897

Internet address(es):

Main address: <http://www.ns.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/baea0634575627514d51fd441059865a>

Tenders or requests to participate must be submitted electronically via: <https://www.tenderned.nl/tenderned-web/aankondiging/detail/publicatie/akid/baea0634575627514d51fd441059865a>

Additional information can be obtained from another address:

Official name: NS Procurement: Door inloggegevens aan te vragen bij NS procurement (Servicecenter) en met deze gegevens in te loggen in Ariba Sourcing, kunt u de betreffende documenten inzien.

Postal address: Stationshal 17

Town: Utrecht

NUTS code: NL Nederland

Postal code: 3511 CE

Country: Netherlands

Contact person: NS Procurement (Servicecenter)

E-mail: Procurementsupport@NS.NL

Telephone: +31 886713319

Internet address(es):

Main address: <http://www.nsprocurement.nl/contact>

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NUTS code: NL Nederland
Internet address(es):
Main address: <http://www.nsprocurement.nl/contact>

I.6. Main activity

Railway services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

EA KlanteNService diensten

II.1.2. Main CPV code

79342320 Customer-care services

II.1.3. Type of contract

Services

II.1.4. Short description

NS zoekt twee leveranciers ten behoeve van KlanteNService diensten.

II.1.5. Estimated total value

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

64227000 Integrated telecommunications services, 72253000 Helpdesk and support services, 79510000 Telephone-answering services

II.2.3. Place of performance

NUTS code: NL Nederland

II.2.4. Description of the procurement

Zie Selectieleidraad.

II.2.5. Award criteria

Criteria below

Quality criterion - Name: Kwaliteit / Weighting: 0

Price - Weighting: 0

II.2.6. Estimated value

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

Duration in months: 36

This contract is subject to renewal: yes

Description of renewals:

Verlengingsopties: vijf (5) maal één (1) jaar met twee (2) leveranciers die in staat zijn de gevraagde diensten/werkzaamheden te leveren.

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: yes

Description of options:

Verlengingen.

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 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 several operators

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: 29/01/2018 Local time: 11:00

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

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

VI.4. Procedures for review

VI.4.1. Review body

Official name: Rechtbank Midden Nederland

Postal address: Vrouwe Justitiaplein 1

Town: Utrecht

Postal code: 3511 EX

Country: Netherlands

E-mail: midden-nederland@rechtspraak.nl

Internet address: <https://www.rechtspraak.nl/>

VI.5. Date of dispatch of this notice

21/12/2017