

Netherlands-Lelystad: Customer-care services

OJ S 178/2023 15/09/2023

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Gemeente Lelystad
National registration number: 311864748
Postal address: Stadhuisplein 2
Town: Lelystad
NUTS code: NL Nederland
Postal code: 8232 ZX
Country: Netherlands
Contact person: Ingrid Steegmans
E-mail: inkoop@lelystad.nl
Telephone: +31 618439656
Internet address(es):
Main address: <http://www.lelystad.nl>

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://www.tenderned.nl/aankondigingen/overzicht/309596/details>
Additional information can be obtained from the abovementioned address
Tenders or requests to participate must be submitted electronically via: <https://www.tenderned.nl/aankondigingen/overzicht/309596/details>
Tenders or requests to participate must be submitted to the abovementioned address

I.4. Type of the contracting authority

Other type: Gemeente

I.5. Main activity

General public services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Diensten Facilitaire Service Desk 2024
Reference number: 58864

II.1.2. Main CPV code

79342320 Customer-care services

II.1.3. Type of contract

Services

II.1.4. Short description

De scope van de Opdracht bestaat uit de volgende Diensten zoals beschreven in Bijlage 2 Programma van Eisen Diensten Facilitaire Service Desk 2024 bij deze Leidraad:

- Bezetting 1e lijns Facilitaire Service Desk (Basis Diensten);
- Op de volgende werkdagen: maandag tot en met vrijdag (uitgezonderd in Nederland erkende feestdagen plus 5 mei) van 08:00 uur tot 17:00 uur (verplicht een half uur pauze tussen 12:00 uur en 13:00 uur);
- Op locatie stadhuis van gemeente Lelystad;
- Optioneel Aanvullende Diensten:
 - o Diensten 1e lijn Facilitaire Service Desk bij evenementen buiten openingstijden van de Facilitaire Service Desk (avond/weekend)
 - o Extra Diensten 1e lijn Facilitaire Service Desk voor Basis Diensten
 - o Diensten 2e lijn Facilitaire Service Desk tijdens openingstijden van de Facilitaire Service Desk

II.1.5. Estimated total value

II.1.6. Information about lots

This contract is divided into lots: yes
Tenders may be submitted for all lots

II.2. Description

II.2.1. Title

Diensten Facilitaire Service Desk 2024
Lot No: 1

II.2.2. Additional CPV code(s)

79342320 Customer-care services, 79990000 Miscellaneous business-related services, 72253100 Helpdesk services

II.2.3. Place of performance

NUTS code: NL23 Flevoland
Main site or place of performance: Lelystad

II.2.4. Description of the procurement

Zie bij omschrijving.

II.2.5. Award criteria

Criteria below
Quality criterion - Name: Kwaliteit / Weighting: 70
Price - Weighting: 30

II.2.6. Estimated value

Value excluding VAT: 800 000,00 EUR

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

Duration in months: 48
This contract is subject to renewal: yes
Description of renewals:
Twee (2) maal met 2 jaar.

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: yes

Description of options:

Optioneel Aanvullende Diensten:

o Diensten 1e lijn Facilitaire Service Desk bij evenementen buiten openingstijden van de Facilitaire Service Desk (avond/weekend)

o Extra Diensten 1e lijn Facilitaire Service Desk voor Basis Diensten

o Diensten 2e lijn Facilitaire Service Desk tijdens openingstijden van de Facilitaire Service Desk

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

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: 27/10/2023 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

Tender must be valid until: 25/01/2024

IV.2.7. Conditions for opening of tenders

Date: 27/10/2023 Local time: 10:15

Section VI: Complementary information

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: Midden-Nederland

Postal address: Vrouwe Justitiaplein 1

Town: Utrecht

Postal code: 3511 EX

Country: Netherlands

E-mail: midden-nederland@rechtspraak.nl

Telephone: +31 883620000

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

VI.5. Date of dispatch of this notice

11/09/2023