

**Netherlands-Amsterdam: Postal and telecommunications services**  
**OJ S 179/2023 18/09/2023**  
**Contract award notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: Universiteit van Amsterdam

National registration number: 34370207

Postal address: Weesperzijde 190

Town: Amsterdam

NUTS code: NL Nederland

Postal code: 1097DZ

Country: Netherlands

Contact person: Thom Argante

E-mail: [t.argante@uva.nl](mailto:t.argante@uva.nl)

Telephone: +31 648523192

**Internet address(es):**

Main address: <https://s2c.mercell.com/buyer/569>

Address of the buyer profile: <https://s2c.mercell.com/buyer/569>

**I.4. Type of the contracting authority**

Body governed by public law

**I.5. Main activity**

Education

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**Section II: Object**

**II.1. Scope of the procurement**

**II.1.1. Title**

Servicedesk Telefonie

**II.1.2. Main CPV code**

64000000 Postal and telecommunications services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Onderwerp

Dit betreft de aanschaf/inkoop van een Klant Contact Center (KCC) Telefonie oplossing met basisfunctionaliteiten die op termijn te ontwikkelen is naar een volledig klant contact center.

**II.1.6. Information about lots**

This contract is divided into lots: no

#### **II.1.7. Total value of the procurement**

Value excluding VAT: 776 861,00 EUR

#### **II.2. Description**

##### **II.2.3. Place of performance**

NUTS code: NL Nederland

##### **II.2.4. Description of the procurement**

Dit betreft de aanschaf/inkoop van een Klant Contact Center (KCC) Telefonie oplossing met basisfunctionaliteiten die op termijn te ontwikkelen is naar een volledig klant contact center.

##### **II.2.5. Award criteria**

Price

##### **II.2.11. Information about options**

Options: no

##### **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**

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#### **IV.1. Description**

##### **IV.1.1. Type of procedure**

Restricted 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.2.1. Previous publication concerning this procedure**

Notice number in the OJ S: [2023/S 015-038794](#)

##### **IV.2.8. Information about termination of dynamic purchasing system**

##### **IV.2.9. Information about termination of call for competition in the form of a prior information notice**

### **Section V: Award of contract**

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**Contract No:** T27931

A contract/lot is awarded: yes

#### **V.2. Award of contract**

##### **V.2.1. Date of conclusion of the contract**

13/09/2023

**V.2.2. Information about tenders**

Number of tenders received: 5

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 5

The contract has been awarded to a group of economic operators: no

**V.2.3. Name and address of the contractor**

Official name: Pegamento B.V.

National registration number: 32106184

Postal address: Arnhemse Bovenweg 160

Town: Zeist

NUTS code: NL Nederland

Postal code: 3708AH

Country: Netherlands

The contractor is an SME: no

**V.2.4. Information on value of the contract/lot**

Total value of the contract/lot: 435 629,00 EUR

**V.2.5. Information about subcontracting****Section VI: Complementary information**

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**VI.3. Additional information****VI.4. Procedures for review****VI.4.1. Review body**

Official name: Rechtbank Amsterdam

Town: Amsterdam

Country: Netherlands

**VI.5. Date of dispatch of this notice**

13/09/2023