

Netherlands-The Hague: Market and economic research; polling and statistics

OJ S 217/2021 09/11/2021

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Ministerie van Financiën d.t.v. UBR|HIS

National registration number: 50555596

Postal address: Wilhelmina van Pruisenweg 52

Town: Den Haag

NUTS code: NL Nederland

Postal code: 2595 AN

Country: Netherlands

Contact person: Tony Kersbergen

E-mail: Tony.Kersbergen@rijksoverheid.nl

Telephone: +31 707000523

Internet address(es):Main address: <https://www.rijksoverheid.nl/ministeries/ministerie-van-financien>Address of the buyer profile: <https://eu.eu-supply.com/ctm/Company/CompanyInformation/Index/398166>**I.3. Communication**The procurement documents are available for unrestricted and full direct access, free of charge, at: http://eu.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=315578&B=CTMSOLUTION[PID=315578&B=CTMSOLUTION](http://eu.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=315578&B=CTMSOLUTION)

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: http://eu.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=315578&B=CTMSOLUTION

Tenders or requests to participate must be submitted to the abovementioned address

I.4. Type of the contracting authority

Ministry or any other national or federal authority, including their regional or local subdivisions

I.5. Main activity

General public services

Section II: Object

II.1. Scope of the procurement**II.1.1. Title**

201865004.015.021 - Inzicht in burgerperspectief d.t.v. UBR|HIS

II.1.2. Main CPV code

79300000 Market and economic research; polling and statistics

II.1.3. Type of contract

Services

II.1.4. Short description

Deze opdracht betreft het kerndepartement van het ministerie van Financiën, namelijk de directie Toeslagen. De afgelopen tijd is de focus meer komen te liggen op het inrichten van de dienstverlening vanuit het burgerperspectief. Om dit te waarborgen is het nodig continu toegang te hebben tot het burgerperspectief op de verschillende vraagstukken. De burger en zijn behoeften staan hierbij centraal. Om de interactie met burgers te verbeteren is het belangrijk inzicht te krijgen in knelpunten die burgers ervaren bij Toeslagen en mogelijke oorzaken daarvan te achterhalen. De opdracht betreft de inhuur van:

1. Onderzoeksbureaus (kwantitatief en kwalitatief onderzoek);
2. Een gedragsonderzoeksbureau;
3. Een bureau dat de inzet van een klankbordgroep kan organiseren en faciliteren.

II.1.5. Estimated total value

Value excluding VAT: 920 000,00 EUR

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

Onderzoeksbureaus ten behoeve van kwantitatief en kwalitatief onderzoek
Lot No: 1

II.2.2. Additional CPV code(s)

79310000 Market research services, 79311200 Survey conduction services, 79342311 Customer satisfaction survey, 79300000 Market and economic research; polling and statistics

II.2.3. Place of performance

NUTS code: NL Nederland

II.2.4. Description of the procurement

Onderzoeksbureaus (kwantitatief en kwalitatief onderzoek)

II.2.5. Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. Estimated value

Value excluding VAT: 440 000,00 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:

De initiële looptijd geldt voor twee (2) jaar (24 maanden) en kan eenzijdig onder gelijkblijvende voorwaarden twee (2) maal verlengd worden door opdrachtgever. Daarmee komt de maximale totale looptijd op vier (4) jaar of 48 maanden.

II.2.10.

Information about variants

Variants will be accepted: no

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

II.2. Description

II.2.1. Title

Onderzoeksbureau ten behoeve van gedragsonderzoek
Lot No: 2

II.2.2. Additional CPV code(s)

79310000 Market research services, 79311200 Survey conduction services, 79342311
Customer satisfaction survey, 79300000 Market and economic research; polling and statistics

II.2.3. Place of performance

NUTS code: NL Nederland

II.2.4. Description of the procurement

Onderzoeksbureau ten behoeve van gedragsonderzoek.

II.2.5. Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. Estimated value

Value excluding VAT: 300 000,00 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:

De initiële looptijd geldt voor twee (2) jaar (24 maanden) en kan eenzijdig onder gelijkblijvende voorwaarden twee (2) maal verlengd worden door opdrachtgever. Daarmee komt de maximale totale looptijd op vier (4) jaar of 48 maanden.

II.2.10. Information about variants

Variants will be accepted: no

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

II.2. Description

II.2.1. Title

Bureau ten behoeve van klankbordgroep
Lot No: 3

II.2.2. Additional CPV code(s)

79310000 Market research services, 79311200 Survey conduction services, 79342311 Customer satisfaction survey, 79300000 Market and economic research; polling and statistics

II.2.3. Place of performance

NUTS code: NL Nederland

II.2.4. Description of the procurement

Bureau ten behoeve van klankbordgroep.

II.2.5. Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. Estimated value

Value excluding VAT: 240 000,00 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:

De initiële looptijd geldt voor twee (2) jaar (24 maanden) en kan eenzijdig onder gelijkblijvende voorwaarden twee (2) maal verlengd worden door opdrachtgever. Daarmee komt de maximale totale looptijd op vier (4) jaar of 48 maanden.

II.2.10. Information about variants

Variants will be accepted: no

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 III: Legal, economic, financial and technical information**

III.1. Conditions for participation**III.1.2. Economic and financial standing**

Selection criteria as stated in the procurement documents

III.1.3. Technical and professional ability

Selection criteria as stated in the procurement documents

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

The procurement involves the establishment of a framework agreement

Framework agreement with several operators Envisaged maximum number of participants to the framework agreement: 4

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: 20/12/2021 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

IV.2.6. Minimum time frame during which the tenderer must maintain the tender

Tender must be valid until: 19/04/2022

IV.2.7. Conditions for opening of tenders

Date: 20/12/2021 Local time: 11:00

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about electronic workflows

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: Arrondissementsrechtbank Den Haag

Postal address: Prins Clauslaan 60

Town: Den Haag

Postal code: 2595 AJ

Country: Netherlands

E-mail: voorlichting.rb.den.haag@rechtspraak.nl

Telephone: +31 883622200

Internet address: <https://www.rechtspraak.nl/Organisatie-en-contact/Organisatie/Rechtbanken/Rechtbank-Den-Haag>

VI.4.2. Body responsible for mediation procedures

Official name: Arrondissementsrechtbank Den Haag

Postal address: Prins Clauslaan 60

Town: Den Haag

Postal code: 2595 AJ

Country: Netherlands

E-mail: voorlichting.rb.den.haag@rechtspraak.nl

Telephone: +31 883622200

Internet address: <https://www.rechtspraak.nl/Organisatie-en-contact/Organisatie/Rechtbanken/Rechtbank-Den-Haag>

VI.4.4. Service from which information about the review procedure may be obtained

Official name: Arrondissementsrechtbank Den Haag

Postal address: Prins Clauslaan 60

Town: Den Haag

Postal code: 2595 AJ

Country: Netherlands

E-mail: voorlichting.rb.den.haag@rechtspraak.nl

Telephone: +31 883622200

Internet address: <https://www.rechtspraak.nl/Organisatie-en-contact/Organisatie/Rechtbanken/Rechtbank-Den-Haag>

VI.5. Date of dispatch of this notice

04/11/2021