

Netherlands-Tilburg: Telecommunication services except telephone and data transmission services

OJ S 250/2018 29/12/2018

Contract award notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Omgevingsdienst Midden- en West-Brabant

National registration number: 56679750

Postal address: Spoorlaan 181

Town: Tilburg

NUTS code: NL Nederland

Postal code: 5038 CB

Country: Netherlands

Contact person: Johan van Loenhout

E-mail: j.vanloenhout@omwb.nl

Telephone: +31 630700644

Internet address(es):Main address: <http://www.omwb.nl>Address of the buyer profile: <https://platform.negometrix.com/PublishedTenders.aspx?tenderid=92451>**I.1. Name and addresses**

Official name: Omgevingsdienst Brabant Noord

Postal address: Victorialaan 1 b-g

Town: 's-Hertogenbosch

NUTS code: NL Nederland

Postal code: 5213 JG

Country: Netherlands

E-mail: info@odbn.nl**Internet address(es):**Main address: <http://www.odbn.nl>Address of the buyer profile: <https://platform.negometrix.com/PublishedTenders.aspx?tenderid=92451>**I.1. Name and addresses**

Official name: Omgevingsdienst Zuidoost Brabant

Postal address: Wal 28, Eindhoven

Town: Eindhoven

NUTS code: NL Nederland

Postal code: 5611 GG

Country: Netherlands

E-mail: info@odzob.nl**Internet address(es):**

Main address: <http://www.odzob.nl>

Address of the buyer profile: <https://platform.negometrix.com/PublishedTenders.aspx?tenderid=92451>

I.1. Name and addresses

Official name: RUD Zeeland

Postal address: Oostelijk Bolwerk 4

Town: Terneuzen

NUTS code: NL Nederland

Postal code: 4531 GS

Country: Netherlands

E-mail: info@rud-zeeland.nl

Internet address(es):

Main address: www.rud-zeeland.nl

Address of the buyer profile: <https://platform.negometrix.com/PublishedTenders.aspx?tenderid=92451>

I.2. Information about joint procurement

The contract involves joint procurement

I.4. Type of the contracting authority

Regional or local authority

I.5. Main activity

Environment

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Milieu Klachten Centrale

Reference number: 2018/OMWB/K&R/MKCB

II.1.2. Main CPV code

64220000 Telecommunication services except telephone and data transmission services

II.1.3. Type of contract

Services

II.1.4. Short description

De samenwerkende Omgevingsdiensten zoeken een Meldkamer / Callcenter om buiten kantoortijd de meldingen die binnenkomen via de "milieuklachtentelefoon" aan te nemen, te registreren in het klachtensysteem [S@men](#) en door te zetten naar de betreffende piketmedewerker / geconsigneerde.

De OMWB is in het kader van deze aanbesteding voornemens een Raamovereenkomst te sluiten met 1 opdrachtnemer en een wachtkamer overeenkomst met de nr. 2 in rangorde.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 244 902,00 EUR

II.2. Description

II.2.2. Additional CPV code(s)

64220000 Telecommunication services except telephone and data transmission services,
64222000 Teleworking services

II.2.3. Place of performance

NUTS code: NL Nederland

Main site or place of performance: Noord Brabant en Zeeland

II.2.4. Description of the procurement

Elke Omgevingsdienst heeft een piketdienst. De werkwijze is op hoofdlijnen bij elke Omgevingsdienst hetzelfde. Indien een melding wordt ontvangen dient deze direct geregistreerd en doorgezet te worden naar de betreffende Omgevingsdienst conform de geldende afspraken zodat deze in behandeling wordt genomen. Ook dient er rekening mee gehouden te worden dat de wijze van doorzetten per Omgevingsdienst kan verschillen, per telefoon of per semafoon

Om de geschetste werkzaamheden uit te voeren zijn wij op zoek naar een Meldkamer / Callcenter om buiten kantoor tijd de meldingen die binnenkomen via de "milieu klachten telefoon" aan te nemen, te registreren in het klachtensysteem [S@men](#) en door te zetten naar de betreffende piketmedewerker.

II.2.5. Award criteria

Quality criterion - Name: Toegevoegde waarde / Weighting: 30000

Quality criterion - Name: Taken en verantwoordelijkheden / Weighting: 90000

Quality criterion - Name: Werkwijze / Weighting: 60000

Cost criterion - Name: Inschrijvingsprijs over 4 jaar / Weighting: 100

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

Zie Negometrix

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

IV.1.8. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: no

IV.2. Administrative information

IV.2.1.

Previous publication concerning this procedure

Notice number in the OJ S: [2018/S 128-291750](#)

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

Contract No: 1

Lot No: 1

Title:

Milieu Klachten Centrale Buiten kantoortijden

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

27/11/2018

V.2.2. Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 2

Number of tenders received by electronic means: 2

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

V.2.3. Name and address of the contractor

Official name: A2 Antwoordservice B.V.

National registration number: 39058062

Town: Velsen - Noord

NUTS code: NL Nederland

Country: Netherlands

The contractor is an SME: yes

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

Total value of the contract/lot: 244 902,00 EUR

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

Zie tender in Negometrix.

VI.4. Procedures for review

VI.4.1. Review body

Official name: Rechtbank Zeeland West-Brabant

Town: Breda

Country: Netherlands

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

Zie tender in Negometrix.

VI.5. Date of dispatch of this notice

27/12/2018