

582810-2026 - Competition

Netherlands – IT services: consulting, software development, Internet and support – Managed Service Provider voor ICT
OJ S 162/2026 24/08/2026
Contract or concession notice – standard regime
Services

1. Buyer

1.1. Buyer

Official name: Stark

Email: info@wijzijnstark.nl

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: Social protection

2. Procedure

2.1. Procedure

Title: Managed Service Provider voor ICT

Description: Het doel van deze openbare aanbesteding is het aangaan van een Overeenkomst met een contractpartij. Deze partij dient in staat te zijn om de rol van Managed Service Provider voor Stark te vervullen. Onder MSP verstaat Stark een externe dienstverlener die proactief de beschikbaarheid en veiligheid van de ICT-omgeving monitort en optimaliseert. Hierbij valt te denken aan het beheer van de Microsoft 365 tenant, ondersteuning en backup /recovery. De omvang van de opdracht is gebaseerd op de huidige dienstverlening en wordt indicatief beschreven aan de hand van het bestaande gebruik. Dit omvat onder meer 120 eindgebruikers, bestaande uit 92 vaste werkplekken en 28 mobiele werkplekken. Daarnaast zijn er 124 SCEPman/RADIUSaaS-licenties en nog overige licenties, waaronder Microsoft 365 Business Premium (120), Microsoft Teams (120) en Microsoft Entra ID P1 (122).

Procedure identifier: 5111e665-5194-4815-90be-48bff8467aa6

Internal identifier: RK.121026/EA

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support

Additional classification (cpv): 72250000 System and support services, 72500000 Computer-related services, 72611000 Technical computer support services

2.1.2. Place of performance

Country subdivision (NUTS): Zuidwest-Drenthe (NL133)

Country: Netherlands

Additional information: Hoogeveen

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Procurement Document, European Single Procurement Document (ESPD)

5. Lot

5.1. Lot: LOT-0000

Title: Managed Service Provider voor ICT

Description: Het doel van deze openbare aanbesteding is het aangaan van een Overeenkomst met een contractpartij. Deze partij dient in staat te zijn om de rol van Managed Service Provider voor Stark te vervullen. Onder MSP verstaat Stark een externe dienstverlener die proactief de beschikbaarheid en veiligheid van de ICT-omgeving monitort en optimaliseert. Hierbij valt te denken aan het beheer van de Microsoft 365 tenant, ondersteuning en backup /recovery. De omvang van de opdracht is gebaseerd op de huidige dienstverlening en wordt indicatief beschreven aan de hand van het bestaande gebruik. Dit omvat onder meer 120 eindgebruikers, bestaande uit 92 vaste werkplekken en 28 mobiele werkplekken. Daarnaast zijn er 124 SCEPman/RADIUSaaS-licenties en nog overige licenties, waaronder Microsoft 365 Business Premium (120), Microsoft Teams (120) en Microsoft Entra ID P1 (122).

Internal identifier: 1

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support

Additional classification (cpv): 72250000 System and support services, 72500000 Computer-related services, 72611000 Technical computer support services

Options:

Description of the options: Verlening overeenkomst

5.1.2. Place of performance

Country subdivision (NUTS): Zuidwest-Drenthe (NL133)

Country: Netherlands

Additional information: Hoogeveen

5.1.3. Estimated duration

Start date: 01/01/2027

Duration end date: 01/01/2030

5.1.4. Renewal

Maximum renewals: 3

Other information about renewals: Maximaal drie (3) maal een (1) jaar

5.1.6. General information

Reserved participation:

Participation is not reserved.

The names and professional qualifications of the staff assigned to perform the contract must be given: Not required

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): yes

5.1.7. Strategic procurement

Aim of strategic procurement: No strategic procurement

5.1.9. Selection criteria

Sources of selection criteria: Procurement Document, European Single Procurement Document (ESPD)

5.1.10. Award criteria

Criterion:

Type: Quality

Name: Incidentmanagement

Description: Incidentmanagement

Category of award weight criterion: Weight (points, exact)

Award criterion number: 18

Criterion:

Type: Quality

Name: Sturing en continue verbetering

Description: Sturing en continue verbetering

Category of award weight criterion: Weight (points, exact)

Award criterion number: 15

Criterion:

Type: Quality

Name: Verbetering Microsoft Secure Score

Description: Verbetering Microsoft Secure Score

Category of award weight criterion: Weight (points, exact)

Award criterion number: 12

Criterion:

Type: Quality

Name: SROI

Description: SROI

Category of award weight criterion: Weight (points, exact)

Award criterion number: 10

Criterion:

Type: Quality

Name: Prijsfixatie

Description: Prijsfixatie

Category of award weight criterion: Weight (points, exact)

Award criterion number: 10

Criterion:

Type: Price

Name: Inschrijfprijs

Description: Inschrijfprijs

Category of award weight criterion: Weight (points, exact)

Award criterion number: 35

5.1.11. Procurement documents

Deadline for requesting additional information: 18/09/2026 08:30:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Address of the procurement documents: <https://www.tenderned.nl/aankondigingen/overzicht/436928>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://www.tenderned.nl/aankondigingen/overzicht/436928>

Languages in which tenders or requests to participate may be submitted: Dutch

Electronic catalogue: Not allowed

Variants: Not allowed

Deadline for receipt of tenders: 12/10/2026 12:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 3 Months

Information about public opening:

Opening date: 12/10/2026 12:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: No

Electronic invoicing: Required

Electronic ordering will be used: no

Electronic payment will be used: no

5.1.15. Techniques**Framework agreement:**

No framework agreement

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Review organisation: Stark - Rechtbank Noord-Nederland locatie Assen

Organisation providing additional information about the procurement procedure: Stark

Organisation providing more information on the review procedures: Stark

Organisation receiving requests to participate: Stark

8. Organisations

8.1. ORG-0001

Official name: Stark

Registration number: 272141091

Postal address: Europaweg 30

Town: HOOGEVEEN

Postcode: 7903TM

Country subdivision (NUTS): Zuidwest-Drenthe (NL133)

Country: Netherlands

Contact point: Richard Kloosterman

Email: info@wijzinstark.nl

Telephone: +31 528294811

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

Other contact points:

Official name: Rechtbank Noord-Nederland locatie Assen

Town: Assen

Postcode: 9401 HZ

Country subdivision (NUTS): Zuidwest-Drenthe (NL133)

Country: Netherlands

Email: info.rechtbanknoordnederland@rechtspraak.nl

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

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

Organisation receiving requests to participate

Review organisation

Organisation providing more information on the review procedures

Notice information

Notice identifier/version: 1458739c-c4cd-4d56-87dc-040a37ec96bb - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

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