

**Netherlands-The Hague: IT services: consulting, software development, Internet and support  
OJ S 198/2023 13/10/2023  
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: Ministerie van Volksgezondheid, Welzijn en Sport dtv RIS

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: Henna Suliman - Lalmahomed

E-mail: [Henna.Suliman@rijksoverheid.nl](mailto:Henna.Suliman@rijksoverheid.nl)

Telephone: +31 707585678

**Internet address(es):**

Main address: [www.minvws.nl](http://www.minvws.nl)

Address of the buyer profile: <https://eu.eu-supply.com/ctm/Company/CompanyInformation/Index/398166>

**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**

Health

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**Section II: Object**

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

**II.1.1. Title**

VWS EA Webcare dienstverlening

Reference number: 201865006.028.108

**II.1.2. Main CPV code**

72000000 IT services: consulting, software development, Internet and support

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Bij de directie Communicatie van het ministerie van Volksgezondheid, Welzijn en Sport (hierna: VWS) komen dagelijks vragen via verschillende mediakanalen binnen. Dit gaat op dit moment om berichten op Twitter, Facebook, Instagram en LinkedIn. Deze berichten moeten gelezen en verwerkt worden. Deze dienstverlening wordt ook wel webcare genoemd. Webcare

houdt in: het beantwoorden van vragen, die gesteld worden op de VWS online mediakanalen (Facebook, Twitter, Instagram, LinkedIn of eventueel toekomstige nieuwe kanalen), waar mogelijk ook het geven van reacties op bijzondere opmerkingen of klachten en het handhaven van de huisregels.

#### **II.1.6. Information about lots**

This contract is divided into lots: no

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

Value excluding VAT: 700 000,00 EUR

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

#### **II.2.2. Additional CPV code(s)**

79416000 Public relations services

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

NUTS code: NL Nederland

Main site or place of performance: Den Haag

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

Bij de directie Communicatie van het ministerie van Volksgezondheid, Welzijn en Sport (hierna: VWS) komen dagelijks vragen via verschillende mediakanalen binnen. Dit gaat op dit moment om berichten op Twitter, Facebook, Instagram en LinkedIn. Deze berichten moeten gelezen en verwerkt worden. Deze dienstverlening wordt ook wel webcare genoemd. Webcare houdt in: het beantwoorden van vragen, die gesteld worden op de VWS online mediakanalen (Facebook, Twitter, Instagram, LinkedIn of eventueel toekomstige nieuwe kanalen), waar mogelijk ook het geven van reacties op bijzondere opmerkingen of klachten en het handhaven van de huisregels.

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

Quality criterion - Name: K1 kwaliteit van webcare / Weighting: 300

Quality criterion - Name: K2 Invulling van het team / Weighting: 200

Quality criterion - Name: K3 Flexibiliteit / Weighting: 200

Quality criterion - Name: K4 Samenwerking / Weighting: 100

Price - Weighting: 200

#### **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**

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.2.1. Previous publication concerning this procedure**

Notice number in the OJ S: [2023/S 017-045293](#)

##### **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:** 1

**Title:**

VWS EA Webcare dienstverlening

A contract/lot is awarded: yes

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

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

27/07/2023

##### **V.2.2. Information about tenders**

Number of tenders received: 3

Number of tenders received from SMEs: 3

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: 3

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

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

Official name: Scooperz

National registration number: 52330389

Postal address: Gravinnen van Nassauboulevard 89

Town: BREDA

NUTS code: NL Nederland

Postal code: 4811 BN

Country: Netherlands

E-mail: [esther@scooperz.nl](mailto:esther@scooperz.nl)

Internet address: [www.scooperz.nl](http://www.scooperz.nl)

The contractor is an SME: yes

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

Initial estimated total value of the contract/lot: 700 000,00 EUR

Total value of the contract/lot: 586 218,40 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: 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](mailto: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: Rijksinkoop samenwerking

Postal address: Wilhelmina van Pruisenweg 52

Town: Den Haag

Postal code: 2595 AN

Country: Cambodia

Internet address: <http://www.contact.ris@rijksoverheid.nl>

#### **VI.4.3. Review procedure**

Precise information on deadline(s) for review procedures:

Twintig kalenderdagen na bekendmaking van de gunningsbeslissing (is al geweest)..

#### **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](mailto: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**

09/10/2023