

**Netherlands-The Hague: Customer-care services**  
**OJ S 219/2022 14/11/2022**  
**Contract notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: CAK

National registration number: 56806787

Postal address: Prinses Beatrixlaan 7

Town: 's-Gravenhage

NUTS code: NL Nederland

Postal code: 2595AK

Country: Netherlands

Contact person: M. Odenkirchen

E-mail: [modenkirchen@hetcak.nl](mailto:modenkirchen@hetcak.nl)

Telephone: +31 613298678

**Internet address(es):**

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

Address of the buyer profile: <https://s2c.mercell.com/buyer/2467>

**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://s2c.mercell.com/today/26519>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://s2c.mercell.com/today/26519>

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

Body governed by public law

**I.5. Main activity**

Economic and financial affairs

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**Section II: Object**

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

**II.1.1. Title**

Uitbesteding afhandeling klantcontact

Reference number: INK22.034

**II.1.2. Main CPV code**

79342320 Customer-care services

**II.1.3. Type of contract**

Services

#### **II.1.4. Short description**

Het CAK beoogt met deze aanbesteding twee Opdrachtnemers te contracteren, waaraan het CAK een deel van de klantcontacten met burgers kan outsourcen.

#### **II.1.5. Estimated total value**

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

This contract is divided into lots: no

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

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

79510000 Telephone-answering services

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

NUTS code: NL Nederland

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

Het CAK beoogt met deze aanbesteding twee Opdrachtnemers te contracteren, waaraan het CAK een deel van de klantcontacten met burgers kan outsourcen.

#### **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: 28 070 000,00 EUR

#### **II.2.7. Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months: 24

This contract is subject to renewal: yes

Description of renewals:

optie tot verlenging van 2 maal 1 jaar.

#### **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**

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#### **III.1. Conditions for participation**

#### **III.1.3. Technical and professional ability**

Selection criteria as stated in the procurement documents

### **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.2.2. Time limit for receipt of tenders or requests to participate**

Date: 21/12/2022 Local time: 10:00

##### **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.2.7. Conditions for opening of tenders**

Date: 21/12/2022 Local time: 10:01

#### **Section VI: Complementary information**

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##### **VI.1. Information about recurrence**

This is a recurrent procurement: no

##### **VI.3. Additional information**

##### **VI.4. Procedures for review**

###### **VI.4.1. Review body**

Official name: Rechtbank Den Haag

Town: Den Haag

Country: Netherlands

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

Precise information on deadline(s) for review procedures:

Zie aanbestedingsdocumenten

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

09/11/2022