

**Netherlands-Utrecht: Telecommunications services**  
**OJ S 233/2022 02/12/2022**  
**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: Stichting Slachtofferhulp Nederland

National registration number: 472213272

Postal address: Moeder Teresalaan 100

Town: UTRECHT

NUTS code: NL Nederland

Postal code: 3527 WB

Country: Netherlands

Contact person: Hanneke Chorus

E-mail: [aanbesteding@slachtofferhulp.nl](mailto:aanbesteding@slachtofferhulp.nl)

Telephone: +31 639298777

**Internet address(es):**

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

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

Body governed by public law

**I.5. Main activity**

Other activity: Specifiek maatschappelijk werk

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**Section II: Object**

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

**II.1.1. Title**

Vaste- en mobiele telefonie en Klant Contactcentrum

**II.1.2. Main CPV code**

64200000 Telecommunications services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Europese aanbesteding in 2 percelen:

- Vast en mobiele telefonie
- Klant Contact center applicatie voor CAI

Onder vast en mobiel vallen alle reguliere vaste telefonie diensten en mobiele telefonie diensten:

- Alle vaste telefonie (op hoofd- en nevenlocaties) die momenteel gekoppeld is op de bedrijfstelefonie centrale;

- Alle nummerblokken die geregistreerd staan op naam en gekoppeld zijn op de bedrijfstelefonie centrale en de vast-/mobieloplossing, te weten: 0900-nummerreeksen, 030-nummerreeksen en 088-nummerreeksen;
  - Nummers als: 116-006
  - En alle mobiele telefoniediensten:  
Alle mobiele nummers en abonnementen t.b.v. smartphones en tablets;
  - Mobile Device Management, de beheeromgeving voor alle mobiele abonnementen.
- Klant Contact Center applicatie:
- Alle contactcenter functionaliteit en beheer en doorontwikkeling

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

This contract is divided into lots: yes

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

Value excluding VAT: 1 400 000,00 EUR

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

#### **II.2.1. Title**

Vaste- en mobiele telefonie  
Lot No: 1

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

64227000 Integrated telecommunications services

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

NUTS code: NL Nederland  
Main site or place of performance: Utrecht

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

1156000 euro voor 4 opeenvolgende jaren (op basis van historische gegevens)

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

Quality criterion - Name: Migratieplan / Weighting: 10  
Quality criterion - Name: Kwaliteitssysteem / Weighting: 20  
Quality criterion - Name: Kwaliteit dienstverlening / Weighting: 10  
Quality criterion - Name: Eenmalige kosten / Weighting: 5  
Price - Weighting: 50

#### **II.2.11. Information about options**

Options: yes  
Description of options:  
duur overeenkomst is 4 jaar

#### **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**

Klantcontactcenter applicatie voor CAI  
Lot No: 2

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

64211000 Public-telephone services

**II.2.3. Place of performance**

NUTS code: NL Nederland

Main site or place of performance: Utrecht

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

200000 euro

**II.2.5. Award criteria**

Price

**II.2.11. Information about options**

Options: yes

Description of options:

duur overeenkomst is 4 jaar

**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: [2022/S 159-453937](#)

**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

Lot No: 1

Title:

P1 Vaste- en mobiele telefonie

A contract/lot is awarded: yes

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

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

29/11/2022

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

Number of tenders received: 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: T-Mobile Netherlands B.V.

National registration number: 33265679

Postal address: Waldorpstraat 60

Town: 'S-GRAVENHAGE

NUTS code: NL Nederland

Postal code: 2521CC

Country: Netherlands

Telephone: +31 703055000

Internet address: <http://www.t-mobile.nl>

The contractor is an SME: no

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

Initial estimated total value of the contract/lot: 1 100 000,00 EUR

Total value of the contract/lot: 1 111 203,00 EUR

### **V.2.5. Information about subcontracting**

## **Section V: Award of contract**

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**Contract No:** 2

**Lot No:** 2

**Title:**

P2 Klantcontactcenter applicatie voor CAI

A contract/lot is awarded: yes

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

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

29/11/2022

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

Number of tenders received: 3

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: Frontline Services B.V.

National registration number: 24184030

Postal address: Lange Dreef 15

Town: Vianen  
NUTS code: NL Nederland  
Postal code: 4131 NJ  
Country: Netherlands  
E-mail: [welkom@frontline.nl](mailto:welkom@frontline.nl)  
Telephone: +31 882680780  
Fax: +31 882680781  
Internet address: <http://www.frontline-solutions.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: 270 000,00 EUR

Total value of the contract/lot: 278 728,00 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 Utrecht

Town: Utrecht

Country: Netherlands

E-mail: [midden-nederland@rechtspraak.nl](mailto:midden-nederland@rechtspraak.nl)

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

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

29/11/2022