

Netherlands-Doorn: Telephone-answering services

OJ S 239/2022 12/12/2022

Contract notice**Services****Legal Basis:**

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Gemeente Utrechtse Heuvelrug

National registration number: 251670300

Postal address: Kerkplein 2

Town: Doorn

NUTS code: NL Nederland

Postal code: 3941 HV

Country: Netherlands

Contact person: Ed de Smit

E-mail: inkoop@heuvelrug.nl

Telephone: +31 343565600

Internet address(es):Main address: <http://www.heuvelrug.nl>Address of the buyer profile: <https://www.heuvelrug.nl/ons-inkoop-en-aanbestedingsbeleid>**I.3. Communication**The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://www.tenderned.nl/aankondigingen/overzicht/281997/details>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://www.tenderned.nl/aankondigingen/overzicht/281997/details>

Tenders or requests to participate must be submitted to the abovementioned address

I.4. Type of the contracting authority

Regional or local authority

I.5. Main activity

General public services

Section II: Object

II.1. Scope of the procurement**II.1.1. Title**

Uitbesteden eerstelijns telefoniefunctie (KCC - callcenter dienstverlening)

Reference number: 2022-022

II.1.2. Main CPV code

79510000 Telephone-answering services

II.1.3.

Type of contract

Services

II.1.4. Short description

Uitbesteden van de eerste lijns telefoniefunctie. Het betreft de dienstverlening van het algemene telefoonnummer van de Aanbestedende dienst bestaande uit het beantwoorden van eenvoudige vragen, het doorverbinden van complexere vragen naar vakafdelingen, het registreren van meldingen openbare ruimte en het maken van afspraken.

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)

79512000 Call centre

II.2.3. Place of performance

NUTS code: NL31 Utrecht

Main site or place of performance: Doorn

II.2.4. Description of the procurement

P/M 50.000 contacten op jaarbasis

II.2.5. Award criteria

Criteria below

Quality criterion - Name: Kwaliteit / Weighting: 60

Price - Weighting: 40

II.2.6. Estimated value

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

Duration in months: 48

This contract is subject to renewal: yes

Description of renewals:

Twee (2) maal één (1) jaar.

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: yes

Description of options:

Verlenging

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

III.1. Conditions for participation

III.1.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions:

- Geen crimineel verleden

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

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: 15/02/2023 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.2.6. Minimum time frame during which the tenderer must maintain the tender

Duration in months: 3 (from the date stated for receipt of tender)

IV.2.7. Conditions for opening of tenders

Date: 15/02/2023 Local time: 10:05

Section VI: Complementary information

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 Midden Nederland (Locatie Utrecht)

Postal address: Vrouwe Justitiaplein 1

Town: Utrecht

Postal code: 3511 EX

Country: Netherlands

E-mail: midden-nederland@rechtspraak.nl

Telephone: +31 302233000

Internet address: <http://www.rechtspraak.nl/Organisatie/Rechtbanken/Midden-Nederland/Contact/Pages/default.aspx>

VI.4.2. Body responsible for mediation procedures

Official name: Klachten meldpunt

Postal address: kerkplein 2

Town: Doorn

Postal code: 3941 HV

Country: Netherlands

E-mail: klachtenmeldpunt@heuvelrug.nl

Internet address: http://www.gemeenterechtseheuvelrug.nl/ondernemer/klachtenmeldpunt_45351/.

VI.4.4. Service from which information about the review procedure may be obtained

Official name: Contactpersoon van opdrachtgever

Town: Doorn

Country: Netherlands

E-mail: inkoop@heuvelrug.nl

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

VI.5. Date of dispatch of this notice

07/12/2022