

Netherlands-Amsterdam: Computer-related management services

OJ S 234/2023 05/12/2023

Contract award notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: De Nederlandsche Bank N.V.

National registration number: 33003396

Postal address: Westeinde 1

Town: Amsterdam

NUTS code: NL Nederland

Postal code: 1017 ZN

Country: Netherlands

Contact person: René de Raat

E-mail: r.de.raat@dnb.nl

Telephone: +31 205242001

Internet address(es):Main address: <http://www.dnb.nl>Address of the buyer profile: <https://platform.negometrix.com/PublishedTenders.aspx?tenderid=199766>**I.4. Type of the contracting authority**

Body governed by public law

I.5. Main activity

Economic and financial affairs

Section II: Object

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

EA Uitbesteding Datacenter dienstverlening en Servicedesk dienstverlening

II.1.2. Main CPV code

72510000 Computer-related management services

II.1.3. Type of contract

Services

II.1.4. Short description

Dit is een Mededingingsprocedure met onderhandeling voor de Outsourcing Infrastructuurdiensten.

Nadere informatie over de opdracht en procedure treft u aan in de Selectieleidraad, onder de tab 'vragenlijsten'.

Voor deze aanbesteding wordt gebruik gemaakt van het digitale aanbestedingsplatform van Negometrix. Voor uitleg over het gebruik van Negometrix verwijzen wij u naar: Instructie digitaal aanbieden.

II.1.6. Information about lots

This contract is divided into lots: yes

II.1.7. Total value of the procurement

Value excluding VAT: 0,99 EUR

II.2. Description

II.2.1. Title

Lot No: 1

II.2.2. Additional CPV code(s)

72510000 Computer-related management services

II.2.3. Place of performance

NUTS code: NL Nederland

Main site or place of performance: Amsterdam

II.2.4. Description of the procurement

DNB is op zoek naar een Opdrachtnemer, die zorgdraagt voor de continuïteit en stabiliteit in het datacenter. Dit doet de leverancier door aantoonbaar in control te zijn en door hoge standaarden in security te realiseren. De dienstverlening wordt vormgegeven op een flexibele, schaalbare, transparante en kostenefficiënte wijze.

De toekomstige Opdrachtnemer van DNB speelt tijdig in op (toekomstige) vragen uit de business en voert veranderingen snel door, voert projecten volgens planning en budget uit en kenmerkt zich door flexibiliteit.

II.2.5. Award criteria

Quality criterion - Name: Datacenter dienstverlening / Weighting: 35

Quality criterion - Name: Service Level Agreement / Weighting: 10

Quality criterion - Name: Governance / Weighting: 25

Quality criterion - Name: Transitie / Weighting: 10

Quality criterion - Name: Transformatie / Weighting: 20

Quality criterion - Name: Financiële besturing / Weighting: 10

Price - Weighting: TCO

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

II.2. Description

II.2.1. Title

Servicedesk dienstverlening

Lot No: 2

II.2.2. Additional CPV code(s)

72600000 Computer support and consultancy services

II.2.3. Place of performance

NUTS code: NL Nederland

Main site or place of performance: Amsterdam

II.2.4. Description of the procurement

DNB is op zoek naar een Opdrachtnemer, die zorgdraagt voor een juiste communicatie naar alle afnemers van de diensten van de Servicedesk. Kostenefficiënt in de keten. Er is een continue drive om de dienstverlening te verbeteren en dat uit zich in steeds toenemende first call resolution cijfers. Op proactieve wijze worden ideeën aangedragen voor verbeteren van de selfservice, bijvoorbeeld door te automatiseren zonder verlies van klanttevredenheid.

II.2.5. Award criteria

Quality criterion - Name: Servicedesk dienstverlening / Weighting: 40

Quality criterion - Name: Service Level Agreement / Weighting: 20

Quality criterion - Name: Governance / Weighting: 30

Quality criterion - Name: Transitie / Weighting: 10

Quality criterion - Name: Financiële besturing / Weighting: 10

Price - Weighting: TCO

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

IV.1. Description

IV.1.1. Type of procedure

Competitive procedure with negotiation

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 113-318887](#)

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

Contract No: 1

Lot No: 1

Title:

Datacenter dienstverlening

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

15/09/2023

V.2.2. Information about tenders

Number of tenders received: 3

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

V.2.3. Name and address of the contractor

Official name: Capgemini Nederland BV

Town: Utrecht

NUTS code: NL Nederland

Country: Netherlands

The contractor is an SME: no

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

Lowest offer: 48 600 000,00 EUR / Highest offer: 84 000 000,00 EUR taken into consideration

V.2.5. Information about subcontracting

Section V: Award of contract

Contract No: 2

Lot No: 2

Title:

Servicedesk dienstverlening

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

28/07/2023

V.2.2. Information about tenders

Number of tenders received: 3

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

V.2.3. Name and address of the contractor

Official name: Tata Consultancy Services Nederland B.V. (TCS)

Town: Amsterdam

NUTS code: NL Nederland

Country: Netherlands

The contractor is an SME: no

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

Lowest offer: 6 300 000,00 EUR / Highest offer: 10 100 000,00 EUR taken into consideration

V.2.5. Information about subcontracting**Section VI: Complementary information**

VI.3. Additional information**VI.4. Procedures for review****VI.4.1. Review body**

Official name: Rechtbank Amsterdam

Postal address: Postbus 84500

Town: Amsterdam

Postal code: 1080BN

Country: Netherlands

Telephone: +31 883617000

VI.5. Date of dispatch of this notice

30/11/2023