

## CONTRACT NOTICE - UTILITIES

### Services

#### SECTION I: CONTRACTING ENTITY

##### I.1 NAME, ADDRESSES AND CONTACT POINT(S)

N.V. Nuon Energy

402297103

Hoekenrode 8, 1102 BR AMSTERDAM (Nederland)

For the attention of: Marielle Lepas

Telephone: +31 650126454,

Email: marielle.lepes@vattenfall.com

Electronic access to information: login.commerce-

hub.com/index.cfm?fuseAction=\_\_requestBook.description&\_kid=A060F089-12213

Electronic submission of tenders and requests to participate: <https://www.tenderned.nl:443/tenderned-web/aankondiging/detail/samenvatting.xhtml?aankondigingId=36911>

##### **Further information can be obtained at:**

As in above-mentioned contact point(s)

##### **Specifications and additional documents (including documents for a dynamic purchasing system) can be obtained at:**

Commerce-hub

(Nederland)

Telephone: +31 204621920

Email: customer.service@commerce-hub.com, Internet address (URL): [www.commerce-hub.com](http://www.commerce-hub.com)

##### **Tenders or requests to participate must be sent to:**

Commerce-hub

(Nederland)

Telephone: +31 204621920

Email: customer.service@commerce-hub.com, Internet address (URL): [www.commerce-hub.com](http://www.commerce-hub.com)

##### I.2 MAIN ACTIVITY OR ACTIVITIES OF THE CONTRACTING ENTITY

Electricity

The contracting authority is purchasing on behalf of other contracting authorities: no

#### SECTION II: OBJECT OF THE CONTRACT

##### II.1 DESCRIPTION

###### II.1.1 Title attributed to the contract by the contracting entity

CRM in The Netherlands

###### II.1.2 Type of contract and location of works, place of delivery or of performance(Choose one category only - works, supplies or services - which corresponds most to the specific object of your contract or purchase(s))

Type: (c) Services

Category: Computer and related services

Main place of performance: NEDERLAND

NUTS code: NL

###### II.1.3 The notice involves

A public contract

###### II.1.5 Short description of the contract or purchase(s)

A future proof CRM Solution for both B2B and B2C customers,

A pricing, quotation, contract & product management solution for B2B customers

###### II.1.6 Common procurement vocabulary (CPV)

**Main object**

Main vocabulary: 48000000-8 (Software en informatiesystemen)

**II.1.7 Contract covered by the Government Procurement Agreement (GPA)**

no

**II.1.8 Division into lots**

no

**II.1.9 Variants will be accepted**

no

**II.2 QUANTITY OR SCOPE OF THE CONTRACT**

**II.2.1 Total quantity or scope**

Implementation and delivering of a CRM system in the Netherlands

**II.2.2 Options**

no

-

**II.3 DURATION OF THE CONTRACT OR TIME LIMIT FOR COMPLETION**

-

**SECTION III: LEGAL, ECONOMIC, FINANCIAL AND TECHNICAL INFORMATION**

**III.1 CONDITIONS RELATING TO THE CONTRACT**

**III.1.1 Deposits and guarantees required**

-

**III.1.2 Main financing conditions and payment arrangements and/or reference to the relevant provisions regulating them**

-

**III.1.3 Legal form to be taken by the group of economic operators to whom the contract is to be awarded**

-

**III.1.4 Other particular conditions to which the performance of the contract is subject**

yes

Requirement: All requirements are to be found in the documents provided via Commerce Hub

Description: -

Explanation for Evidence: See Commerce Hub for required documents and statements

**III.2 CONDITIONS FOR PARTICIPATION**

**III.2.1 Personal situation of economic operators, including requirements relating to enrolment on professional or trade registers**

-

**III.2.2 Economic and financial capacity**

-

**III.2.3 Technical capacity**

-

**III.2.4 Reserved contracts**

-

**III.3 CONDITIONS SPECIFIC TO SERVICES CONTRACTS**

**III.3.1 Execution of the service is reserved to a particular profession**

no

**III.3.2 Legal entities should indicate the names and professional qualifications of the staff responsible for the execution of the service**

no

**SECTION IV: PROCEDURE**

**IV.1 TYPE OF PROCEDURE**

#### **IV.1.1 Type of procedure**

Restricted

#### **IV.2 AWARD CRITERIA**

##### **IV.2.1 Award criteria**

The most economically advantageous tender in terms of the criteria stated below (the award criteria should be given with their weighting or in descending order of importance where weighting is not possible for demonstrable reasons)

Criteria: See criteria in Commerce Hub

Description: -

Requirements: -

Weighing Factor: 100

##### **IV.2.2 An electronic auction will be used**

no

#### **IV.3 ADMINISTRATIVE INFORMATION**

##### **IV.3.1 File reference number attributed by the contracting entity**

-

##### **IV.3.2 Previous publication concerning the same contract**

no

##### **IV.3.3 Conditions for obtaining specifications and additional documents**

Time limit for receipt of requests for documents or for accessing documents: 24/06/2014 12:00

Payable documents: no

##### **IV.3.4 Time limit for receipt of tenders or requests to participate**

01/07/2014 12:00

##### **IV.3.5 Language(s) in which tenders or requests to participate may be drawn up**

EN

Other: -

#### **SECTION VI: COMPLEMENTARY INFORMATION**

##### **VI.1 THIS IS A RECURRENT PROCUREMENT**

no

##### **VI.2 CONTRACT(S) RELATED TO A PROJECT AND/OR PROGRAMME FINANCED BY COMMUNITY FUNDS**

no

##### **VI.3 ADDITIONAL INFORMATION**

Under regulation: ARN 2013

Criteria: See selection criteria in Commerce Hub

Description: -

Requirements: -

Weighing Factor: 100

##### **VI.4 PROCEDURES FOR APPEAL**

###### **VI.4.1.1 Body responsible for appeal procedures**

-

###### **VI.4.1.2 Body responsible for mediation procedures**

-

###### **VI.4.2 Lodging of appeals**

Precise information on deadline(s) for lodging appeals: -

###### **VI.4.3 Service from which information about the lodging of appeals may be obtained**

-

###### **VI.5 DATE OF DISPATCH OF THIS NOTICE:**

06/06/2014

ANNEX B: INFORMATION ABOUT LOTS

-