1. Buyer

1.1 Buyer

Official name:	Schiphol Nederland B.V.
Activity of the contracting entity:	Airport-related activities

2. Procedure

2.1 Procedure

Title:	IT4Employee - User Support Services
Description:	Service desk and onsite support
Procedure identifier:	c76b5741-fa92-4cd2-affe-054893cb8755
Internal identifier:	31b88730-0e44-4433-9976-ccdd5101e19c
Type of procedure:	Restricted

2.1.1 Purpose

Main nature of the contract:	Services
Main classification (cpv):	72000000 IT services: consulting, software development, Internet and support
Additional classification (cpv):	72600000 Computer support and consultancy services
Additional classification (cpv):	72610000 Computer support services
Additional classification (cpv):	72611000 Technical computer support services

2.1.2 Place of performance

Country:	Netherlands

Anywhere in the given country

Additional information:	See documentation

2.1.4 General information

Legal basis:

Directive 2014/25/EU

2.1.6 Grounds for exclusion

Sources of grounds for exclusion:	European Single Procurement Document (ESPD), Procurement Document

5. Lot

5.1 Lot technical ID: LOT-0000

Title:	IT4Employee - User Support Services
Description:	Service desk and onsite support
Internal identifier:	f282c130-3849-49cf-89bd-f62ecb4b20a8

5.1.1 Purpose

Main nature of the contract:	Services
Main classification (cpv):	72000000 IT services: consulting, software development, Internet and support

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Additional classification (cpv):	72600000 Computer support and consultancy services
Additional classification (cpv):	72610000 Computer support services
Additional classification (cpv):	72611000 Technical computer support services

5.1.2 Place of performance

Country:	Netherlands
Anywhere in the given country	
Additional information:	See documentation

5.1.3 Estimated duration

Start date:	01/09/2027
Duration:	4 Year

5.1.4 Renewal

Maximum renewals:	2
Other information about renewals:	Renewal is based on 4+2+2

5.1.6 General information

Reserved participation:	Participation is not reserved.
The names and professional qualifications of the staff assigned to perform the contract must be given:	Not yet known
Procurement Project not financed with EU Funds.	
The procurement is covered by the Government Procurement Agreement (GPA):	yes
This procurement is also suitable for small and medium-sized enterprises (SMEs):	yes

5.1.9 Selection criteria

Sources of selection criteria:	Procurement Document

5.1.11 Procurement documents

Languages in which the procurement documents are officially available:	English
Deadline for requesting additional information:	16/10/2026 10:00 +00:00
Address of the procurement documents:	https://s2c.mercell.com/today/236621

5.1.12 Terms of procurement

Terms of submission:	
Electronic submission:	Allowed
Address for submission:	https://s2c.mercell.com/today/236621
Description:	see documentation
Languages in which tenders or requests to participate may be submitted:	English
Description of the financial guarantee:	see documentation
Deadline for receipt of requests to participate:	07/01/2027 11:00 +00:00
Terms of contract:	
The execution of the contract must be performed within the framework of sheltered employment programmes:	No
Conditions relating to the performance of the contract:	see documentation
Electronic invoicing:	Allowed
Electronic ordering will be used:	yes
Electronic payment will be used:	yes
Financial arrangement:	see documentation

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5.1.16 Further information, mediation and review

Mediation organisation:	Royal Schiphol Group
Review organisation:	Royal Schiphol Group
Information about review deadlines:	see documentation
Organisation providing information concerning the general regulatory framework for taxes applicable in the place where the contract is to be performed:	Royal Schiphol Group
Organisation providing information concerning the general regulatory framework for environmental protection applicable in the place where the contract is to be performed :	Royal Schiphol Group
Organisation providing information concerning the general regulatory framework for employment protection and working conditions applicable in the place where the contract is to be performed:	Royal Schiphol Group
Organisation providing additional information about the procurement procedure:	Schiphol Nederland B.V.
Organisation providing more information on the review procedures:	Schiphol Nederland B.V.
Organisation receiving requests to participate:	Schiphol Nederland B.V.
Organisation processing tenders:	Schiphol Nederland B.V.

8. Organisations

8.1 ORG-0001

Official name:	Schiphol Nederland B.V.
Registration number:	34166584
Postal address:	Evert van de Beekstraat 202
Town:	Schiphol
Postcode:	1118CP
Country subdivision (NUTS):	Groot-Amsterdam (NL32B)
Country:	Netherlands
Contact point:	Royal Schiphol Group
Email:	info@schiphol.nl
Telephone:	+31651918502
Internet address:	https://www.schiphol.nl
Buyer profile:	https://s2c.mercell.com/buyer/31189

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

Organisation receiving requests to participate

Organisation processing tenders

Organisation providing more information on the review procedures

8.1 ORG-0002

Official name:	Royal Schiphol Group
Registration number:	82946175
Postal address:	Evert van de Beekstraat 202
Town:	Schiphol
Postcode:	1118CP
Country subdivision (NUTS):	Groot-Amsterdam (NL32B)
Country:	Netherlands
Contact point:	Royal Schiphol Group
	info.

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Email:	gerechtshofdenhaag@rechtspraak.nl
Telephone:	+31883616161
Internet address:	http://www.schiphol.nl

Roles of this organisation:

Review organisation

Mediation organisation

Organisation providing information concerning the general regulatory framework for taxes applicable in the place where the contract is to be performed

Organisation providing information concerning the general regulatory framework for environmental protection applicable in the place where the contract is to be performed

Organisation providing information concerning the general regulatory framework for employment protection and working conditions applicable in the place where the contract is to be performed

Notice information

Notice identifier/version:	2316a9d4-3142-4477-a0bb-17efcb3f69ba - 01
Form type:	Competition
Notice type:	Notice on the existence of a qualification system
Notice dispatch date:	30/09/2026 11:09 +00:00
Notice dispatch date (eSender):	30/09/2026 11:10 +00:00
Languages in which this notice is officially available:	English

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