

SE-Stockholm: telephone switchboard services  
OJ S 13/2012 20/01/2012  
Contract notice  
Services

Directive 2004/18/EC

## Section I: Contracting authority

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### I.1. Name and addresses

Official name: AB Storstockholms Lokaltrafik  
Postal address: -  
Town: Stockholm  
Postal code: SE-105 73  
Country: Sweden  
For the attention of: Li Sjökvist  
E-mail: [li.sjokvist@sl.se](mailto:li.sjokvist@sl.se)

#### Additional information can be obtained from:

Official name: TendSign  
Country: Sweden  
Internet address: <https://tendsign.com/doc.aspx?ID=14627>

#### Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:

Official name: TendSign  
Country: Sweden  
Internet address: <https://tendsign.com/doc.aspx?ID=14627&Goto=Docs>

**Tenders or requests to participate must be submitted:** Official name: TendSign  
Country: Sweden  
Internet address: <https://tendsign.com/doc.aspx?ID=14627&Goto=Tender>

### I.2. Type of the contracting authority

Regional or local authority

### I.3. Main activity

General public services

### I.4. Contract award on behalf of other contracting authorities

## Section II: Object of the contract

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### II.1. Description

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

Callcenterjänster till färdtjänstverksamhet.

#### II.1.2. Type of contract and place of performance or delivery

Services  
Service category No 5: Telecommunications services  
Main site or place of performance: Sverige.  
NUTS code SE Sverige

#### II.1.3. Information about a framework agreement or a dynamic purchasing system

#### **II.1.4. Information about framework agreement**

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

Callcenter tjänster till färdtjänstverksamhet.

#### **II.1.6. CPV code(s)**

64214200 Telephone switchboard services, 79342300 Customer services, 79510000 Telephone-answering services, 79511000 Telephone operator services

#### **II.1.7. Information about the Government Procurement Agreement (GPA)**

#### **II.1.8. Lots**

This contract is divided into lots: no

#### **II.1.9. Information about variants**

#### **II.2. Scope of the procurement**

##### **II.2.1. Total quantity or scope**

##### **II.2.2. Information about options**

##### **II.2.3. Information about renewals**

#### **II.3. Duration of the contract or time limit for completion**

### **Section III: Legal, economic, financial and technical information**

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#### **III.1. Conditions related 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 governing 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. Contract performance conditions**

#### **III.2. Conditions for participation**

##### **III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

##### **III.2.2. Economic and financial ability**

##### **III.2.3. Technical and professional ability**

##### **III.2.4. Information about reserved contracts**

#### **III.3. Conditions specific to services contracts**

##### **III.3.1. Information about a particular profession**

##### **III.3.2. Information about staff responsible for the performance of the contract**

### **Section IV: Procedure**

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#### **IV.1. Type of procedure**

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

Open

##### **IV.1.2. Information about the limits on the number of candidates to be invited**

##### **IV.1.3. Information about reduction of the number of solutions or tenders during negotiation or dialogue**

#### **IV.2. Award criteria**

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

##### **IV.2.2. Information about electronic auction**

An electronic auction will be used: no

#### **IV.3. Administrative information**

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

SL-2011-04332

##### **IV.3.2. Previous publication concerning this procedure**

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

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

28.2.2012 - 23:59

##### **IV.3.5. Estimated date of dispatch of invitations to tender or to participate to selected candidates**

##### **IV.3.6. Languages in which tenders or requests to participate may be submitted**

Swedish.

##### **IV.3.7. Minimum time frame during which the tenderer must maintain the tender**

until: 31.10.2012

##### **IV.3.8. Conditions for opening of tenders**

Date: 29.2.2012

#### **Section VI: Complementary information**

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##### **VI.1. Information about recurrence**

##### **VI.2. Information about European Union funds**

##### **VI.3. Additional information**

OPIC-annons: <http://www.opic.com/notice.asp?req=diprdhvh>.

##### **VI.4. Procedures for review**

###### **VI.4.1. Review body**

###### **VI.4.2. Review procedure**

**VI.4.3. Service from which information about the review procedure may be obtained**

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

18.1.2012