

Sweden-Stockholm: Customer-care services
OJ S 15/2021 22/01/2021
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Stockholms Stadsteater AB
National registration number: 556026-1553
Postal address: Box 16412
Town: Stockholm
NUTS code: SE11 Stockholm
Postal code: 103 27
Country: Sweden
Contact person: Gabriella Eriksson
E-mail: gabriella.eriksson@stadsteatern.stockholm.se
Internet address(es):
Main address: <https://kulturhusetstadsteatern.se/>

I.4. Type of the contracting authority

Regional or local authority

I.5. Main activity

Recreation, culture and religion

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Upphandling av CRM-systemstöd för kundkommunikation
Reference number: ST2020-64 / 241

II.1.2. Main CPV code

79342320 Customer-care services

II.1.3. Type of contract

Services

II.1.4. Short description

Upphandling av CRM-systemstöd för kundkommunikation för Kulturhuset Stadsteatern.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 3 000 000,00 SEK

II.2. Description

II.2.2. Additional CPV code(s)

48445000 Customer Relation Management software package

II.2.3. Place of performance

NUTS code: SE11 Stockholm

II.2.4. Description of the procurement

Upphandling av CRM-systemstöd för kundkommunikation för Kulturhuset Stadsteatern.

II.2.5. Award criteria

Price

II.2.11. Information about options

Options: yes

Description of options:

Se bilaga 1.2 i upphandlingsdokumenten.

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

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.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2020/S 114-277014](#)

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

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

25/11/2020

V.2.2. Information about tenders

Number of tenders received: 6

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

V.2.3. Name and address of the contractor

Official name: Recoordinate AB

National registration number: 556832-9790

Postal address: Box 1749

Town: Stockholm

NUTS code: SE Sverige

Postal code: 111 87

Country: Sweden

E-mail: arinaldo@recoordinate.com

The contractor is an SME: yes

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

Total value of the contract/lot: 3 000 000,00 SEK

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

VI.3. Additional information

Förlängning av avtalet kan även komma att ske för del av månad. Se vidare avtalsförslaget i upphandlingsdokumenten.

Visma annons: <https://opic.com/id/aftsognvwx>

VI.4. Procedures for review**VI.4.1. Review body**

Official name: Förvaltningsrätten

Town: Stockholm

Country: Sweden

VI.5. Date of dispatch of this notice

19/01/2021