

Sweden-Kumla: System and support services

OJ S 23/2023 01/02/2023

Contract notice**Services****Legal Basis:**

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Kumla kommun

National registration number: 212000-1975

Town: Kumla

NUTS code: SE124 Örebro län

Country: Sweden

Contact person: Andreas Andersson

E-mail: andreas.andersson@kumla.se**Internet address(es):**Main address: <http://www.kumla.se>**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://tendsign.com/doc.aspx?Uniqueld=afqigklpsf&GoTo=Docs>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://tendsign.com/doc.aspx?Uniqueld=afqigklpsf&GoTo=Tender>

I.4. Type of the contracting authority

Regional or local authority

I.5. Main activity

General public services

Section II: Object

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

Servicedesk som tjänst

Reference number: 23/4

II.1.2. Main CPV code

72250000 System and support services

II.1.3. Type of contract

Services

II.1.4. Short description

Upphandlingsobjekt

Denna upphandling avser avtal för tjänsten Servicedesk, 1:a linjens support inom området IT för leverans till Kumla kommun. Servicedesk ska agera som kontaktyta för kundens användare och kunna ta emot ärenden via telefon, mail och genom Kunds ärendehanteringssystem (Serviceportalen) och där hantera exempelvis felanmälan, support och beställningar. Målsättningen är att teckna avtal med en (1) leverantör.

II.1.5. Estimated total value

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

72253000 Helpdesk and support services, 72253100 Helpdesk services

II.2.3. Place of performance

NUTS code: SE124 Örebro län

Main site or place of performance: Kumla

II.2.4. Description of the procurement

Upphandlingsobjekt

Denna upphandling avser avtal för tjänsten Servicedesk, 1:a linjens support inom området IT för leverans till Kumla kommun. Servicedesk ska agera som kontaktyta för kundens användare och kunna ta emot ärenden via telefon, mail och genom Kunds ärendehanteringssystem (Serviceportalen) och där hantera exempelvis felanmälan, support och beställningar. Målsättningen är att teckna avtal med en (1) leverantör.

II.2.5. Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. Estimated value

II.2.7. Duration of the contract, framework agreement or dynamic purchasing system

Start: 01/04/2023 End: 31/03/2027

This contract is subject to renewal: no

II.2.10. Information about variants

Variants will be accepted: no

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

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.2.2. Time limit for receipt of tenders or requests to participate**

Date: 27/02/2023 Local time: 23:59

IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates**IV.2.4. Languages in which tenders or requests to participate may be submitted**

Swedish

IV.2.6. Minimum time frame during which the tenderer must maintain the tender

Tender must be valid until: 31/07/2023

IV.2.7. Conditions for opening of tenders

Date: 28/02/2023 Local time: 00:00

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information

Mercell annons: <https://opic.com/id/afqigklpsf>

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

Official name: Kumla kommun

Town: Kumla

Country: Sweden

VI.5. Date of dispatch of this notice

27/01/2023