

**Sweden-Gävle: Customer services**  
**OJ S 37/2022 22/02/2022**  
**Contract notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

---

**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: Statens servicecenter  
National registration number: 202100-6453  
Postal address: Statens servicecenter Ruddammsgatan 30  
Town: Gävle  
NUTS code: SE Sverige  
Postal code: 803 20  
Country: Sweden  
Contact person: Emilie Sjöstedt  
E-mail: [Emilie.Sjostedt@statenssc.se](mailto:Emilie.Sjostedt@statenssc.se)  
Telephone: +46 104560905  
**Internet address(es):**  
Main address: <https://www.statenssc.se>

**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://upphandling.statenssc.se/Notice/NoticeDispatch.aspx?NoticeId=62590>  
Additional information can be obtained from the abovementioned address  
Tenders or requests to participate must be submitted electronically via: <https://upphandling.statenssc.se/Notice/NoticeDispatch.aspx?NoticeId=62590>  
Tenders or requests to participate must be submitted to the abovementioned address  
Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at: <https://upphandling.statenssc.se/Account/CreateAccount.aspx>

**I.4. Type of the contracting authority**

Ministry or any other national or federal authority, including their regional or local subdivisions

**I.5. Main activity**

General public services

---

**Section II: Object**

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

**II.1.1. Title**

Köhanteringssystem  
Reference number: 2021-01003-2.3.1

**II.1.2.**

**Main CPV code**

79342300 Customer services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Upphandling av systemstöd för köhantering på servicekontor samt uppföljning i form av statistikinsamling över besök. Upphandlingen omfattar även kölappar och displayer för kund.

**II.1.5. Estimated total value**

Value excluding VAT: 11 000 000,00 SEK

**II.1.6. Information about lots**

This contract is divided into lots: no

**II.2. Description****II.2.2. Additional CPV code(s)**

79342300 Customer services

**II.2.3. Place of performance**

NUTS code: SE Sverige

NUTS code: SE313 Gävleborgs län

Main site or place of performance: Sverige

**II.2.4. Description of the procurement**

Upphandling av systemstöd för köhantering på servicekontor samt uppföljning i form av statistikinsamling över besök. Upphandlingen omfattar även kölappar och displayer för kund.

**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**

Value excluding VAT: 11 000 000,00 SEK

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

Start: 01/02/2023 End: 31/01/2025

This contract is subject to renewal: yes

Description of renewals:

Upp till 24 månader

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

---

### III.1. Conditions for participation

#### III.1.2. Economic and financial standing

Selection criteria as stated in the procurement documents

#### III.1.3. Technical and professional ability

Selection criteria as stated in the procurement documents

## 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

The procurement involves the establishment of a framework agreement

Framework agreement with a single operator

#### 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: 23/03/2022 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: 31/08/2022

#### IV.2.7. Conditions for opening of tenders

Date: 24/03/2022 Local time: 12:00

## Section VI: Complementary information

---

### VI.1. Information about recurrence

This is a recurrent procurement: no

### VI.2. Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

### VI.3. Additional information

### VI.4. Procedures for review

**VI.4.1. Review body**

Official name: Förvaltningsrätten i Falun

Postal address: Kullen 4

Town: Falun

Postal code: 79131

Country: Sweden

E-mail: [forvaltningsrattenifalun@dom.se](mailto:forvaltningsrattenifalun@dom.se)

Telephone: +46 233830000

Fax: +46 233830080

Internet address: [www.forvaltningsrattenifalun.domstol.se](http://www.forvaltningsrattenifalun.domstol.se)

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

17/02/2022