

Sweden-Stockholm: IT services: consulting, software development, Internet and support

OJ S 51/2022 14/03/2022

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Inera AB

National registration number: 556559-4230

Postal address: Box 17703

Town: STOCKHOLM

NUTS code: SE11 Stockholm

Postal code: 11893

Country: Sweden

Contact person: Harriet Fredin

E-mail: Harriet.Fredin@inera.se

Internet address(es):

Main address: <http://inera.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=afxgmjdgyp&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=afxgmjdgyp&GoTo=Tender>

I.4. Type of the contracting authority

Regional or local agency/office

I.5. Main activity

Health

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Upphandling Kund- och ärendehanteringssystem

Reference number: 2021100001

II.1.2. Main CPV code

72000000 IT services: consulting, software development, Internet and support

II.1.3. Type of contract

Services

II.1.4. Short description

Inera avser upphandla en modern, webbaserad och standardmässig systemlösning för att täcka kundportalfunktionalitet, Customer Service Management (CSM), IT Service Management (ITSM), IT Operation Management (ITOM), CMDB, CRM och Formulärhantering i form av en tjänsteleverans.

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)

48000000 Software package and information systems

II.2.3. Place of performance

NUTS code: SE11 Stockholm

II.2.4. Description of the procurement

Inera avser upphandla en modern, webbaserad och standardmässig systemlösning för att täcka kundportalfunktionalitet, Customer Service Management (CSM), IT Service Management (ITSM), IT Operation Management (ITOM), CMDB, CRM och Formulärhantering i form av en tjänsteleverans.

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

Duration in months: 48

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

Competitive procedure with negotiation

IV.1.3. Information about a framework agreement or a dynamic purchasing system

IV.1.5. Information about negotiation

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: 08/04/2022 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: 07/10/2022

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/afxgmjdgyp>

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

09/03/2022