

**Sweden-Stockholm: Telephone-answering services**  
**OJ S 96/2016 20/05/2016**  
**Contract award notice**  
**Services**

**Directive 2004/18/EC**

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Stockholms läns landsting, Trafikförvaltningen

Town: Stockholm

Postal code: SE-105 73

Country: Sweden

For the attention of: Ulla Lundell

E-mail: [ulla.lundell@sll.se](mailto:ulla.lundell@sll.se)

**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**

Callcenterjänster för färdtjänstverksamheten.

**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: Stockholms län.

NUTS code SE110 Stockholms län

**II.1.3. Information about a framework agreement or a dynamic purchasing system (DPS)**

**II.1.4. Short description of the contract or purchase(s)**

Telefonmottagning för beställning av färdtjänstresor, sjukresor och närtrafik.

**II.1.5. CPV code(s)**

79510000 Telephone-answering services, 64214200 Telephone switchboard services,

79512000 Call centre

**II.1.6. Information about the Government Procurement Agreement (GPA)**

**II.2. Total value of the contract/lot**

**II.2.1. Total value of the contract/lot**

**Section IV: Procedure**

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

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

Open

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

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

The most economically advantageous tender in terms of

1. Totalpris
2. Kvalitet

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

An electronic auction has been used: no

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

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

TN 2015-0723

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

###### **Contract notice**

Notice number in the OJ S: [2015/S 228-415272](#) of 25.11.2015

#### **Section V: Award of contract**

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Contract No: 1

Lot title: Samres AB

##### **V.1. Date of conclusion of the contract**

22.3.2016

##### **V.2. Information about tenders**

Number of tenders received: 3

##### **V.3. Name and address of the contractor**

Official name: Samres AB

Postal address: Kyrkogatan 19

Town: Lund

Postal code: SE-222 22

Country: Sweden

##### **V.4. Information on value of the contract/lot**

##### **V.5. Information about subcontracting**

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

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##### **VI.1. Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds:  
no

##### **VI.2. Additional information**

Visma TendSign-annons: <http://www.opic.com/notice.asp?req=dibggfwc>

**VI.3. Procedures for review**

**VI.3.1. Review body**

**VI.3.2. Review procedure**

**VI.3.3. Service from which information about the review procedure may be obtained**

**VI.4. Date of dispatch of this notice**

18.5.2016