

Sweden-Stockholm: Telephone-answering services
OJ S 60/2023 24/03/2023
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Region Stockholm

National registration number: 232100-0016

Postal address: Box 22550

Town: Stockholm

NUTS code: SE11 Stockholm

Postal code: 104 22

Country: Sweden

Contact person: Eleonor Löf

E-mail: eleonor.lof@regionstockholm.se

Internet address(es):

Main address: <http://www.sll.se>

I.4. Type of the contracting authority

Regional or local authority

I.5. Main activity

Health

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Kontaktcenter, samtalsbokning och kö

Reference number: RS 2022-0353

II.1.2. Main CPV code

79510000 Telephone-answering services

II.1.3. Type of contract

Services

II.1.4. Short description

Upphandlingen utgör en ramavtalsupphandling och omfattar funktioner för kontaktcenter, samtalsbokning och kö till Region Stockholm. För detaljerad beskrivning se upphandlingsdokumenten.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 200 000 000,00 SEK

II.2. Description

II.2.2. Additional CPV code(s)

79500000 Office-support services, 79512000 Call centre

II.2.3. Place of performance

NUTS code: SE11 Stockholm

II.2.4. Description of the procurement

Upphandlingen utgör en ramavtalsupphandling och omfattar funktioner för kontaktcenter, samtalsbokning och kö till Region Stockholm. För detaljerad beskrivning se upphandlingsdokumenten.

II.2.5. Award criteria

Quality criterion - Name: Kvalitet / Weighting: 40%

Price - Weighting: 60%

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.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2022/S 099-274222](#)

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

02/09/2022

V.2.2. Information about tenders

Number of tenders received: 2

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

V.2.3. Name and address of the contractor

Official name: Telia Sverige AB

National registration number: 556430-0142

Town: SOLNA

NUTS code: SE110 Stockholms län

Postal code: 16994

Country: Sweden

E-mail: hillevi.ekstrand@teliacompany.com

Internet address: <http://www.teliasonera.se>

The contractor is an SME: no

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

Total value of the contract/lot: 200 000 000,00 SEK

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

VI.3. Additional information

Merzell annons: <https://opic.com/id/afroyoyumo>

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

Official name: Förvaltningsrätten i Stockholm

Town: Stockholm

Country: Sweden

VI.5. Date of dispatch of this notice

20/03/2023