

Sweden-Stockholm: Helpdesk and support services
OJ S 61/2023 27/03/2023
Contract award 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: Hornsgatan 20, 118 82

Town: STOCKHOLM

NUTS code: SE11 Stockholm

Postal code: 11882

Country: Sweden

Contact person: Lina Nyman

E-mail: lina.nyman@adda.se

Internet address(es):

Main address: <http://inera.se>

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

Extern support för Ineras tjänster

Reference number: 2021090011

II.1.2. Main CPV code

72253000 Helpdesk and support services

II.1.3. Type of contract

Services

II.1.4. Short description

Upphandlingen avser en extern första linjens support till invånare och Ineras kunder.

Supporten omfattar;

- 1177:s e-tjänster,
- Synpunktshantering för webbplatserna 1177.se, umo.se och youmo.se,
- Synpunktshantering för webbplatser som riktar sig mot invånare som tillkommer eller förändras under avtalstiden.
- Support av e-tjänster inom 1177 som tillkommer eller förändras under avtalstiden.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 39 000 000,00 SEK

II.2. Description

II.2.2. Additional CPV code(s)

64214200 Telephone switchboard services, 72200000 Software programming and consultancy services, 72250000 System and support services, 72600000 Computer support and consultancy services

II.2.3. Place of performance

NUTS code: SE11 Stockholm

II.2.4. Description of the procurement

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- Synpunktshantering för webbplatser som riktar sig mot invånare som tillkommer eller förändras under avtalstiden.
- Support av e-tjänster inom 1177 som tillkommer eller förändras under avtalstiden.

II.2.5. Award criteria

Quality criterion - Name: Supporttjänstens robusthet / Weighting: 2000000

Quality criterion - Name: Rutiner för krishantering / Weighting: 1250000

Quality criterion - Name: Kontinuitet avseende kompetens / Weighting: 750000

Price - Weighting: Pris för 1 år.

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.1.8. 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 184-519803](#)

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

16/02/2023

V.2.2. Information about tenders

Number of tenders received: 3

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

V.2.3. Name and address of the contractor

Official name: youcall

National registration number: 556535-9501

Postal address: belonasvängen 2b

Town: Piteå

NUTS code: SE332 Norrbottens län

Postal code: 941 52

Country: Sweden

E-mail: victoria.sandstrom@youcall.se

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

The contractor is an SME: yes

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

Total value of the contract/lot: 39 000 000,00 SEK

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

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

VI.4. Procedures for review

VI.4.1. Review body

Official name: Stockholms förvaltningsrätt

Town: Stockholm

Country: Sweden

VI.5. Date of dispatch of this notice

22/03/2023