

**SE-Stockholm: Telephone-answering services**  
**OJ S 123/2013 27/06/2013**  
**Contract notice**  
**Services**

**Directive 2004/18/EC**

**Section I: Contracting authority**

---

**I.1. Name and addresses**

Official name: Valmyndigheten  
Postal address: Box 12191  
Town: Stockholm  
Postal code: SE-102 25  
Country: Sweden  
For the attention of: Andreas Kanellopoulos  
E-mail: [andreas.kanellopoulos@val.se](mailto:andreas.kanellopoulos@val.se)

**Additional information can be obtained from:**

Official name: TendSign  
Country: Sweden  
Internet address: <https://tendsign.com/doc.aspx?ID=39193>

**Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:**

Official name: TendSign  
Country: Sweden  
Internet address: <https://tendsign.com/doc.aspx?ID=39193&Goto=Docs>

**Tenders or requests to participate must be submitted:** Official name: Valmyndigheten

Postal address: Box 12191  
Town: Stockholm  
Postal code: SE-102 25  
Country: Sweden  
For the attention of: Andreas Kanellopoulos  
E-mail: [andreas.kanellopoulos@val.se](mailto:andreas.kanellopoulos@val.se)

**I.2. Type of the contracting authority**

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

**I.3. Main activity**

General public services

**I.4. Contract award on behalf of other contracting authorities**

**Section II: Object of the contract**

---

**II.1. Description**

**II.1.1. Title attributed to the contract by the contracting authority**

Callcenter.

**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: Stockholm.

NUTS code SE110 Stockholms län

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

The notice involves a public contract

**II.1.4. Information about framework agreement**

**II.1.5. Short description of the contract or purchase(s)**

Upphandling av callcenter bl.a. vid valen till Europaparlamentet, Riksdag, kommun- och landstingsfullmäktige 2014.

**II.1.6. CPV code(s)**

79510000 Telephone-answering services, 79342300 Customer services, 79512000 Call centre

**II.1.7. Information about the Government Procurement Agreement (GPA)**

**II.1.8. Lots**

This contract is divided into lots: no

**II.1.9. Information about variants**

**II.2. Scope of the procurement**

**II.2.1. Total quantity or scope**

**II.2.2. Information about options**

**II.2.3. Information about renewals**

**II.3. Duration of the contract or time limit for completion**

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

---

**III.1. Conditions related to the contract**

**III.1.1. Deposits and guarantees required**

**III.1.2. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them**

**III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded**

**III.1.4. Contract performance conditions**

**III.2. Conditions for participation**

**III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

**III.2.2. Economic and financial ability**

**III.2.3. Technical and professional ability**

**III.2.4. Information about reserved contracts**

### **III.3. Conditions specific to services contracts**

#### **III.3.1. Information about a particular profession**

#### **III.3.2. Information about staff responsible for the performance of the contract**

## **Section IV: Procedure**

---

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

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

Open

#### **IV.1.2. Information about the limits on the number of candidates to be invited**

#### **IV.1.3. Information about reduction of the number of solutions or tenders during negotiation or dialogue**

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

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

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

An electronic auction will be used: no

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

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

13/4

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

#### **IV.3.3. Conditions for obtaining specifications and additional documents or descriptive document**

#### **IV.3.4. Time limit for receipt of tenders or requests to participate**

30.8.2013

#### **IV.3.5. Estimated date of dispatch of invitations to tender or to participate to selected candidates**

#### **IV.3.6. Languages in which tenders or requests to participate may be submitted**

Swedish.

#### **IV.3.7. Minimum time frame during which the tenderer must maintain the tender**

until: 31.3.2014

#### **IV.3.8. Conditions for opening of tenders**

Date: 3.9.2013 - 00:00

## **Section VI: Complementary information**

---

### **VI.1. Information about recurrence**

### **VI.2. Information about European Union funds**

### **VI.3. Additional information**

**VI.4. Procedures for review**

**VI.4.1. Review body**

**VI.4.2. Review procedure**

**VI.4.3. Service from which information about the review procedure may be obtained**

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

25.6.2013