

Sweden-Stockholm: Telephone-answering services
OJ S 120/2014 26/06/2014
Contract notice – utilities
Services

Directive 2004/17/EC

Section I: Contracting entity

I.1. Name and addresses

Official name: Stockholms läns landsting, Trafikförvaltningen

Town: Stockholm

Postal code: SE-105 73

Country: Sweden

For the attention of: Maria Åsvärd

E-mail: maria.asvard@sll.se

Additional information can be obtained from:

Official name: TendSign

Internet address: <https://tendsign.com/doc.aspx?ID=58908>

Specifications and additional documents (including documents for a dynamic purchasing system) can be obtained from: Official name: TendSign

Internet address: <https://tendsign.com/doc.aspx?ID=58908&Goto=Docs>

Tenders or requests to participate must be submitted: Official name: TendSign

Internet address: <https://tendsign.com/doc.aspx?ID=58908&Goto=Tender>

I.2. Main activity

Urban railway, tramway, trolleybus or bus services

I.3. Contract award on behalf of other contracting entities

Section II: Object of the contract

II.1. Description

II.1.1. Title attributed to the contract by the contracting entity

SLL Trafikförvaltningen Kundtjänst.

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

The notice involves a public contract

II.1.4. Information about framework agreement

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

SL Kundtjänst, SL Center, Waxholmsbolagets kundtjänst och terminaler samt optioner gällande kundtjänst inom försäljnings- och företagssupporten samt färdtjänstservice.

II.1.6. CPV code(s)

79510000 Telephone-answering services, 79342300 Customer services

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

II.1.8. Information about 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

Start 1.5.2015 Completion 1.1.2018

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

Negotiated

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 entity

SL-2013-5307

IV.3.2. Previous publication concerning this procedure

IV.3.3. Conditions for obtaining specifications and additional documents

(except for a DPS)

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

25.8.2014

IV.3.5. Languages in which tenders or requests to participate may be submitted

IV.3.6. Minimum time frame during which the tenderer must maintain the tender

IV.3.7. Conditions for opening of tenders

Date: 26.8.2014 - 00:00

Section VI: Complementary information

VI.1. Information about recurrence

VI.2. Information about European Union funds

VI.3. Additional information

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

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

24.6.2014