

**Sweden-Landskrona: System and support services**

**OJ S 100/2022 24/05/2022**

**Contract notice**

**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: Landskrona Energi AB  
National registration number: 556803-9217  
Postal address: Drottninggatan 7  
Town: LANDSKRONA  
NUTS code: SE224 Skåne län  
Postal code: 261 31  
Country: Sweden  
Contact person: Julian Sciarratta Holm  
E-mail: [julian.sciarrattaholm@landskrona.se](mailto:julian.sciarrattaholm@landskrona.se)  
**Internet address(es):**  
Main address: <http://landskrona.se>

**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://tendsign.com/doc.aspx?Uniqueld=afctbdlrj&GoTo=Docs>  
Additional information can be obtained from the abovementioned address  
Tenders or requests to participate must be submitted electronically via: <https://tendsign.com/doc.aspx?Uniqueld=afctbdlrj&GoTo=Tender>

**I.4. Type of the contracting authority**

Regional or local authority

**I.5. Main activity**

General public services

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**Section II: Object**

**II.1. Scope of the procurement**

**II.1.1. Title**

IT-stöd för ärendehantering, kundportal och digitalisering av processer  
Reference number: 2022-IT

**II.1.2. Main CPV code**

72250000 System and support services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Landskrona Energi AB (Beställaren) avser att upphandla ett Ärendehanteringssystem (ÄHS) där systemets ingående moduler ska vara fullt integrerade för alla slags ärenden och beställningar inom elnät, elhandel, fjärrvärme, laddinfrastruktur, solceller och stadsnät. Beställaren efterfrågar en snabb och effektiv ärendehantering i en skalbar lösning med flexibla möjligheter att effektivisera ärendehantering och intressentrelationer samt möjlighet till utveckling av dessa processer framåt.

#### **II.1.5. Estimated total value**

#### **II.1.6. Information about lots**

This contract is divided into lots: no

### **II.2. Description**

#### **II.2.2. Additional CPV code(s)**

48445000 Customer Relation Management software package, 72220000 Systems and technical consultancy services, 72260000 Software-related services, 72268000 Software supply services

#### **II.2.3. Place of performance**

NUTS code: SE224 Skåne län

Main site or place of performance: Landskrona

#### **II.2.4. Description of the procurement**

Landskrona Energi AB (Beställaren) avser att upphandla ett Ärendehanteringssystem (ÄHS) där systemets ingående moduler ska vara fullt integrerade för alla slags ärenden och beställningar inom elnät, elhandel, fjärrvärme, laddinfrastruktur, solceller och stadsnät. Beställaren efterfrågar en snabb och effektiv ärendehantering i en skalbar lösning med flexibla möjligheter att effektivisera ärendehantering och intressentrelationer samt möjlighet till utveckling av dessa processer framåt.

#### **II.2.5. Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.6. Estimated value**

#### **II.2.7. Duration of the contract, framework agreement or dynamic purchasing system**

Start: 14/09/2022 End: 13/09/2025

This contract is subject to renewal: yes

Description of renewals:

5 förlängning/ar á 12 månader

#### **II.2.10. Information about variants**

Variants will be accepted: no

#### **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

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### 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.2.2. Time limit for receipt of tenders or requests to participate

Date: 22/06/2022 Local time: 23:59

#### IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates

#### IV.2.4. Languages in which tenders or requests to participate may be submitted

Swedish

#### IV.2.6. Minimum time frame during which the tenderer must maintain the tender

Tender must be valid until: 21/03/2023

#### IV.2.7. Conditions for opening of tenders

Date: 23/06/2022 Local time: 00:00

## Section VI: Complementary information

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### VI.1. Information about recurrence

This is a recurrent procurement: no

### VI.3. Additional information

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

### VI.4. Procedures for review

#### VI.4.1. Review body

Official name: Förvaltningsrätten

Town: Malmö

Country: Sweden

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

19/05/2022