

Sweden-Karlskrona: Customer Relation Management software development services

OJ S 93/2023 15/05/2023

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Statens Maritima och Transporthistoriska Museer

National registration number: 202100-1132

Postal address: Box 48

Town: KARLSKRONA

NUTS code: SE11 Stockholm

Postal code: 37121

Country: Sweden

Contact person: Tobias Kumlin

E-mail: tobias.kumlin@smtm.se**Internet address(es):**Main address: <http://www.smm.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=afiresfcik&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=afiresfcik&GoTo=Tender>**I.4. Type of the contracting authority**

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

I.5. Main activity

Recreation, culture and religion

Section II: Object

II.1. Scope of the procurement**II.1.1. Title**

Kundserviceverktyg

Reference number: 2.4-2023-504

II.1.2. Main CPV code

72212445 Customer Relation Management software development services

II.1.3. Type of contract

Services

II.1.4. Short description

Upphandlingen omfattar att tillhandahålla Kundserviceverktyg för Vasamuseet och Vrak – Museum Of Wrecks. SMTM har behov av ett kundserviceverktyg för ca 30 användare. Upphandlingen omfattar även:

- Leverans och implementering av verktyget
- Drift, underhåll, service och support
- Digital utbildning och användarhandledning.

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)

48219300 Administration software package, 48311000 Document management software package, 48400000 Business transaction and personal business software package, 48445000 Customer Relation Management software package, 48810000 Information systems

II.2.3. Place of performance

NUTS code: SE11 Stockholm

II.2.4. Description of the procurement

Upphandlingen omfattar att tillhandahålla Kundserviceverktyg för Vasamuseet och Vrak – Museum Of Wrecks. SMTM har behov av ett kundserviceverktyg för ca 30 användare. Upphandlingen omfattar även:

- Leverans och implementering av verktyget
- Drift, underhåll, service och support
- Digital utbildning och användarhandledning.

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

Duration in months: 36

This contract is subject to renewal: yes

Description of renewals:

3 förlängning/ar á 12 månader

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: yes

Description of options:

Se upphandlingsdokumentet.

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

Date: 09/06/2023 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: 30/09/2023

IV.2.7. Conditions for opening of tenders

Date: 12/06/2023 Local time: 00:00

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information

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

VI.4. Procedures for review

VI.4.1. Review body

Official name: Förvaltningsrätten

Town: Stockholm

Country: Sweden

VI.5. Date of dispatch of this notice

10/05/2023