

SE-Stockholm: telephone operator services
OJ S 184/2012 25/09/2012
Contract notice
Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: AB Storstockholms Lokaltrafik
Town: Stockholm
Postal code: SE-105 73
Country: Sweden
For the attention of: Li Sjökvist
E-mail: li.sjokvist@sl.se

Additional information can be obtained from:

Official name: TendSign
Country: Sweden
Internet address: <https://tendsign.com/doc.aspx?ID=25152>

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=25152&Goto=Docs>

Tenders or requests to participate must be submitted: Official name: TendSign
Country: Sweden
Internet address: <https://tendsign.com/doc.aspx?ID=25152&Goto=Tender>

I.2. Type of the contracting authority

Regional or local authority

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

Callcenterjänster till färdtjänstverksamhet.

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 callcentertjänster till färdtjänstverksamhet i syfte att täcka behovet av telefonmottagning och bokning av taxiresor för kunder som har rätt till färdtjänstresa eller sjukresa.

II.1.6. CPV code(s)

79511000 Telephone operator services, 64214200 Telephone switchboard services, 79342300 Customer services

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

SL-2012-02140

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

30.10.2012

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: 28.2.2013

IV.3.8. Conditions for opening of tenders

Date: 31.10.2012

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=disfqrwb>.

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

20.9.2012