

Sweden-Gävle: Customer services
OJ S 109/2022 08/06/2022
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Statens servicecenter
National registration number: 202100-6453
Postal address: Statens servicecenter FE 15
Town: Gävle
NUTS code: SE Sverige
Postal code: 801 71
Country: Sweden
Contact person: Emilie Sjöstedt
E-mail: Emilie.Sjostedt@statenssc.se
Telephone: +46 104560905
Internet address(es):
Main address: <https://www.statenssc.se>

I.4. Type of the contracting authority

National or federal agency/office

I.5. Main activity

General public services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Köhanteringssystem
Reference number: 2021-01003-2.3.1

II.1.2. Main CPV code

79342300 Customer services

II.1.3. Type of contract

Services

II.1.4. Short description

Upphandling av systemstöd för köhantering på servicekontor samt uppföljning i form av statistikinsamling över besök. Upphandlingen omfattar även kölappar och displayer för kund.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 6 177 931,00 SEK

II.2. Description

II.2.2. Additional CPV code(s)

79342300 Customer services

II.2.3. Place of performance

NUTS code: SE Sverige

NUTS code: SE313 Gävleborgs län

Main site or place of performance: Sverige

II.2.4. Description of the procurement

Upphandling av systemstöd för köhantering på servicekontor samt uppföljning i form av statistikinsamling över besök. Upphandlingen omfattar även kölappar och displayer för kund.

II.2.5. Award criteria

Price

II.2.11. Information about options

Options: yes

Description of options:

Förlängningsoption

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

The procurement involves the establishment of a framework agreement

IV.1.8. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: no

IV.2. Administrative information

IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2022/S 037-095639](#)

IV.2.8. Information about termination of dynamic purchasing system

IV.2.9. Information about termination of call for competition in the form of a prior information notice

Section V: Award of contract

Title:

Köhanteringssystem

A contract/lot is awarded: yes

V.2. Award of contract**V.2.1. Date of conclusion of the contract**

04/05/2022

V.2.2. Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 1

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 0

The contract has been awarded to a group of economic operators: no

V.2.3. Name and address of the contractor

Official name: Nemo-Q International AB

National registration number: 556215-8625

Postal address: Box 210

Town: Sollentuna

NUTS code: SE Sverige

Postal code: 191 23

Country: Sweden

E-mail: jan-erik.hakansson@nemoq.se

The contractor is an SME: no

V.2.4. Information on value of the contract/lot

Initial estimated total value of the contract/lot: 11 000 000,00 SEK

Total value of the contract/lot: 6 177 931,00 SEK

V.2.5. Information about subcontracting**Section VI: Complementary information**

VI.3. Additional information**VI.4. Procedures for review****VI.4.1. Review body**

Official name: Förvaltningsrätten i Falun

Postal address: Kullen 4

Town: Falun

Postal code: 79131

Country: Sweden

E-mail: forvaltningsrattenifalun@dom.se

Telephone: +46 233830000

Fax: +46 233830080

Internet address: www.forvaltningsrattenifalun.domstol.se

VI.5.

Date of dispatch of this notice

03/06/2022