

Sweden-Östersund: Market and economic research; polling and statistics

OJ S 114/2022 15/06/2022

Contract award notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Almi Företagspartner Aktiebolag

National registration number: 556481-6204

Postal address: Box 168

Town: Östersund

NUTS code: SE Sverige

Postal code: 83122

Country: Sweden

Contact person: Roland Falkdalen

E-mail: roland.falkdalen@almi.se

Telephone: +46 70-5908337

Internet address(es):Main address: <http://almi.se>**I.4. Type of the contracting authority**

National or federal agency/office

I.5. Main activity

Economic and financial affairs

Section II: Object

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

Telemarketing Almi Företagspartner

Reference number: UH-2022-6

II.1.2. Main CPV code

79300000 Market and economic research; polling and statistics

II.1.3. Type of contract

Services

II.1.4. Short description

Almi upphandlar nu en extern leverantör som ska genomföra telefonbearbetning i anvisade företag i Sverige. T

Anbud kan därför lämnas på dessa två tjänster:

1. Telemarketing: Leverantören genomför uppdraget i sina egna lokaler

2. Option för att hantera ev. overflow, för kundsamtal när vår växel inte hinner med, alternativt vid behov när vi behöver förstärkning. Leverantörens växel ska kunna hantera detta mellan kl. 8-17, detta gäller även för obemannade tider såsom lunchtider från 12-13. Volymen uppskattas variera mellan 20-100 samtal per månad under året.

Almi avser att efter genomförd upphandling avtal med 1 leverantör för respektive anbudsområde. Avtalet gäller två (2) år med möjlighet för Almi ytterligare förlängning ett (1) + ett (1) år.

Affärens storlek inom telemarketing uppskattas till ca 1 500 000 – 2 000 000 kr/år. Upphandlingen har även ett anbudsområde som avser Almis overflow.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 4 000 000,00 SEK

II.2. Description

II.2.3. Place of performance

NUTS code: SE Sverige

II.2.4. Description of the procurement

Telemarketing

II.2.5. Award criteria

Quality criterion - Name: Referenser och genomförande / Weighting: 70

Price - Weighting: 30

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

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: yes

IV.2. Administrative information

IV.2.1.

Previous publication concerning this procedure

Notice number in the OJ S: [2022/S 072-192573](#)

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

Contract No: 1

Title:

Telemarketing Almi Företagspartner

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

10/06/2022

V.2.2. Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 4

Number of tenders received by electronic means: 4

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

V.2.3. Name and address of the contractor

Official name: INCO Marketing Scandinavia Aktiebolag

National registration number: 556592-7166

Postal address: Andra Långgatan 29

Town: Göteborg

NUTS code: SE Sverige

Postal code: 413 27

Country: Sweden

E-mail: ingela.nilsson-olsson@inco.se

Telephone: +46 31-7439000

The contractor is an SME: yes

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

Initial estimated total value of the contract/lot: 4 000 000,00 SEK

Total value of the contract/lot: 4 000 000,00 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 Stockholm och migrationsdomstol

Town: Stockholm

Postal code: 115 76

Country: Sweden

E-mail: forvaltningsrattenistockholm@dom.se

Telephone: +46 8-56168000

Fax: +46 8-56168001

Internet address: <http://www.forvaltningsrattenistockholm.domstol.se>

VI.5. Date of dispatch of this notice

10/06/2022