

**Sweden-Stockholm: Telephone-answering services**

OJ S 168/2019 02/09/2019

**Contract notice****Services****Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Stockholms läns landsting, Färdtjänstnämnden

National registration number: 232100-0016

Postal address: Lindhagensgatan 100

Town: Stockholm

NUTS code: SE11 Stockholm

Postal code: 105 73

Country: Sweden

Contact person: Therese Genetay

E-mail: [therese.genetay@sll.se](mailto:therese.genetay@sll.se)**Internet address(es):**Main address: <http://www.sll.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=afikfpoeva&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=afikfpoeva&GoTo=Tender>**I.4. Type of the contracting authority**

Regional or local authority

**I.5. Main activity**

General public services

**Section II: Object**

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

Upphandling avseende Callcentertjänst till färdtjänsten

Reference number: FTN 2019/78

**II.1.2. Main CPV code**

79510000 Telephone-answering services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Callcenter, callcentertjänst, färdtjänsten

#### **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)**

64214200 Telephone switchboard services, 79512000 Call centre

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

NUTS code: SE11 Stockholm

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

Callcenter, callcentertjänst, färdtjänsten

#### **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: 01/04/2020 End: 31/03/2023

This contract is subject to renewal: yes

Description of renewals:

1 förlängning 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: 30/09/2019 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: 31/12/2019

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

Date: 01/10/2019 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**

Visma annons: <https://opic.com/id/afikfpoeva>

**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**

29/08/2019