

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

OJ S 228/2015 25/11/2015

**Contract notice****Services****Directive 2004/18/EC****Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Stockholms läns landsting, Trafikförvaltningen

Town: Stockholm

Postal code: SE-105 73

Country: Sweden

For the attention of: Ulla Lundell

E-mail: [ulla.lundell@sll.se](mailto:ulla.lundell@sll.se)**Additional information can be obtained from:**

Official name: TendSign

Country: Sweden

Internet address: <https://tendsign.com/doc.aspx?ID=90617>**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=90617&Goto=Docs>**Tenders or requests to participate must be submitted:** Official name: TendSign

Country: Sweden

Internet address: <https://tendsign.com/doc.aspx?ID=90617&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**

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**II.1. Description****II.1.1. Title attributed to the contract by the contracting authority**

Callcenter-tjänster för färdtjänstverksamheten.

**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: Stockholms län.

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)**

Telefonmottagning för beställning av färdtjänstresor, sjukresor och närtrafik.

#### **II.1.6. CPV code(s)**

79510000 Telephone-answering services, 64214200 Telephone switchboard services, 79512000 Call centre

#### **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**

Start 16.2.2016.

### **Section III: Legal, economic, financial and technical information**

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#### **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**

The performance of the contract is subject to particular conditions: no

#### **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**

Execution of the service is reserved to a particular profession: no

### **III.3.2. Information about staff responsible for the performance of the contract**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract: no

## **Section IV: Procedure**

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### **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**

TN 2015-0723

#### **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**

12.1.2016

#### **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: 4.3.2016

#### **IV.3.8. Conditions for opening of tenders**

Date: 13.1.2016 - 0:00

## **Section VI: Complementary information**

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### **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=dixfnrrt>

**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**

20.11.2015