

**Sweden-Sundsvall: Systems and technical consultancy services**

OJ S 173/2020 07/09/2020

Contract notice

Services

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

---

**I.1. Name and addresses**

Official name: Statens Tjänstepensionsverk

National registration number: 202100-0928

Town: Sundsvall

NUTS code: SE321 Västernorrlands län

Postal code: 851 90

Country: Sweden

Contact person: Kristin Nystedt

E-mail: [Kristin.Nystedt@spv.se](mailto:Kristin.Nystedt@spv.se)**Internet address(es):**Main address: <http://www.spv.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=afnhqcjisc&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=afnhqcjisc&GoTo=Tender>**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**

Kontaktcenter

Reference number: MD2020-272

**II.1.2. Main CPV code**

72220000 Systems and technical consultancy services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Denna upphandling avser system för hantering av kontaktcenter. Parallellt med denna upphandling kommer operatörstjänster och växelfunktion att anskaffas i en annan upphandling eller avrop från ramavtal eller via samverkan med annan myndighet.

Avtalstid är 36 månader och med en möjlighet till förlängning om 24 + 24 + 24 månader, d.v.s. en total avtalslängd om maximalt 108 månader.

Uppskattad tidplan för upphandlingen:

2.9.2020 Ansökningsinbjudan publiceras.

30.9.2020 Sista dag att lämna ansökningsinbjudan

Vecka 41 utskick av upphandlingsdokument till 3 - 5 utvalda anbudsgivare.

Vecka 45 sista anbudsdag för utvalda leverantörer (Exakt datum meddelas i upphandlingsdokumenten)

Kvartal 4, utvärdering och förhandling.

Kvartal 4, tilldelningsbeslut.

Kvartal 4 tecknande av affärsavtal.

#### **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)**

48510000 Communication software package, 64200000 Telecommunications services, 72212510 Communication software development services, 72250000 System and support services

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

NUTS code: SE321 Västernorrlands län

Main site or place of performance: Sundsvall

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

Denna upphandling avser system för hantering av kontaktcenter.

#### **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: 01/01/2021

This contract is subject to renewal: no

#### **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

---

### IV.1. Description

#### IV.1.1. Type of procedure

Competitive procedure with negotiation

#### IV.1.3. Information about a framework agreement or a dynamic purchasing system

#### IV.1.5. Information about negotiation

#### 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: 30/09/2020 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: 11/10/2020

## Section VI: Complementary information

---

### VI.1. Information about recurrence

This is a recurrent procurement: no

### VI.3. Additional information

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

### VI.4. Procedures for review

#### VI.4.1. Review body

Official name: Förvaltningsrätten i Härnösand

Town: Härnösand

Country: Sweden

### VI.5. Date of dispatch of this notice

02/09/2020