

Sweden-Stockholm: Helpdesk and support services

OJ S 184/2022 23/09/2022

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Inera AB

National registration number: 556559-4230

Postal address: Hornsgatan 20, 118 82

Town: STOCKHOLM

NUTS code: SE11 Stockholm

Postal code: 11882

Country: Sweden

Contact person: Lina Nyman

E-mail: lina.nyman@adda.se

Internet address(es):

Main address: <http://inera.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=afuaksoqou&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=afuaksoqou&GoTo=Tender>

I.4. Type of the contracting authority

Regional or local authority

I.5. Main activity

General public services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Extern support för Ineras tjänster

Reference number: 2021090011

II.1.2. Main CPV code

72253000 Helpdesk and support services

II.1.3. Type of contract

Services

II.1.4. Short description

Upphandlingen avser en extern första linjens support till invånare och Ineras kunder.

Supporten omfattar;

- 1177:s e-tjänster,
- Synpunktshantering för webbplatserna 1177.se, umo.se och youmo.se,
- Synpunktshantering för webbplatser som riktar sig mot invånare som tillkommer eller förändras under avtalstiden.
- Support av e-tjänster inom 1177 som tillkommer eller förändras under avtalstiden.

II.1.5. Estimated total value

Value excluding VAT: 30 000 000,00 SEK

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, 72200000 Software programming and consultancy services, 72250000 System and support services, 72600000 Computer support and consultancy services

II.2.3. Place of performance

NUTS code: SE11 Stockholm

II.2.4. Description of the procurement

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- Support av e-tjänster inom 1177 som tillkommer eller förändras under avtalstiden.

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

Value excluding VAT: 30 000 000,00 SEK

II.2.7. Duration of the contract, framework agreement or dynamic purchasing system

Duration in months: 72

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: 19/10/2022 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: 11/03/2023

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information

Mercell annons: <https://opic.com/id/afuaksoqou>

VI.4. Procedures for review

VI.4.1. Review body

Official name: Stockholms förvaltningsrätt

Town: Stockholm

Country: Sweden

VI.5. Date of dispatch of this notice

19/09/2022