

Sweden-Växjö: Customer Relation Management software development services
OJ S 195/2022 10/10/2022
Contract notice – utilities
Services

Legal Basis:

Directive 2014/25/EU

Section I: Contracting entity

I.1. Name and addresses

Official name: Växjö Energi Aktiebolag
National registration number: 556187-5203
Postal address: Box 497
Town: VÄXJÖ
NUTS code: SE212 Kronobergs län
Postal code: 35106
Country: Sweden
Contact person: Ellen Bringevik
E-mail: ellen.bringevik@veab.se
Internet address(es):
Main address: <http://www.veab.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=affwxpdxs&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=affwxpdxs&GoTo=Tender>

I.6. Main activity

Production, transport and distribution of gas and heat

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

CRM och ärendehanteringssystem till Växjö Energikoncern
Reference number: 22/89

II.1.2. Main CPV code

72212445 Customer Relation Management software development services

II.1.3. Type of contract

Services

II.1.4. Short description

Syfte med denna upphandling är att anskaffa en systemlösning CRM-system (customer relationship management) till Växjö Energi som ska bidra till ett mer enhetligt och professionellt arbetssätt gentemot Växjö Energi och Wexnets kunder.

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)

48219300 Administration software package, 48300000 Document creation, drawing, imaging, scheduling and productivity software package, 48400000 Business transaction and personal business software package, 48445000 Customer Relation Management software package, 48810000 Information systems

II.2.3. Place of performance

NUTS code: SE212 Kronobergs län

Main site or place of performance: Växjö

II.2.4. Description of the procurement

Syfte med denna upphandling är att anskaffa en systemlösning CRM-system (customer relationship management) till Växjö Energi som ska bidra till ett mer enhetligt och professionellt arbetssätt gentemot Växjö Energi och Wexnets kunder.

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

End: 31/03/2028

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

Negotiated procedure with prior call for competition

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: 04/11/2022 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: 19/04/2023

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/affwxpdxxs>

VI.4. Procedures for review

VI.4.1. Review body

Official name: Förvaltningsrätten

Town: Växjö

Country: Sweden

VI.5. Date of dispatch of this notice

05/10/2022