

**Sweden-Stockholm: Telephone-answering services**  
**OJ S 229/2019 27/11/2019**  
**Contract award notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

---

**Section I: Contracting authority**

**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: 10573

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.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**

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.1.6. Information about lots**

This contract is divided into lots: no

**II.1.7. Total value of the procurement**

Value excluding VAT: 21 888 451,00 SEK

## **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**

Cost criterion - Name: Resegaranti - organisation / Weighting: Max 600000 SEK avdra

Cost criterion - Name: Resegaranti - belastning / Weighting: Max 200000 SEK avdra

Cost criterion - Name: Resebeställningar / Weighting: Max 700000 SEK avdra

### **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**

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.2.1. Previous publication concerning this procedure**

Notice number in the OJ S: [2019/S 168-411035](#)

#### **IV.2.8. Information about termination of dynamic purchasing system**

#### **IV.2.9. Information about termination of call for competition in the form of a prior information notice**

## **Section V: Award of contract**

---

A contract/lot is awarded: yes

### **V.2. Award of contract**

#### **V.2.1. Date of conclusion of the contract**

16/10/2019

**V.2.2. Information about tenders**

Number of tenders received: 3

The contract has been awarded to a group of economic operators: no

**V.2.3. Name and address of the contractor**

Official name: Samres AB

National registration number: 556433-7417

Postal address: Kyrkogatan 19

Town: LUND

NUTS code: SE11 Stockholm

Postal code: 22222

Country: Sweden

E-mail: [dan.nilsson@samres.se](mailto:dan.nilsson@samres.se)

The contractor is an SME: yes

**V.2.4. Information on value of the contract/lot**

Lowest offer: 21 888 451,00 SEK / Highest offer: 40 092 600,00 SEK taken into consideration

**V.2.5. Information about subcontracting****Section VI: Complementary information**

---

**VI.3. Additional information**

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

**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**

25/11/2019