

**Sweden-Linköping: Software supply services**  
**OJ S 193/2023 06/10/2023**  
**Contract award notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: Linköpings universitet  
National registration number: 202100-3096  
Postal address: Upphandlingsenheten  
Town: Linköping  
NUTS code: SE123 Östergötlands län  
Postal code: 58183  
Country: Sweden  
Contact person: Emelie Severinsson  
E-mail: [emelie.severinsson@liu.se](mailto:emelie.severinsson@liu.se)  
**Internet address(es):**  
Main address: <http://www.liu.se>

**I.4. Type of the contracting authority**

Ministry or any other national or federal authority, including their regional or local subdivisions

**I.5. Main activity**

Education

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**Section II: Object**

**II.1. Scope of the procurement**

**II.1.1. Title**

CRM-system for student recruitment  
Reference number: LiU-2023-00410

**II.1.2. Main CPV code**

72268000 Software supply services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Scope of procurement

The procurement concerns development and implementation alternatively implementation of a web-based customer relationship management system (CRM) for handling student recruitment. The service must be delivered as a cloud solution, SaaS, i.e. the provider must take full responsibility for delivering the service including upgrades and management over time. The offered system must be able to be used to handle contact with different student groups and allow for some local adaptation.

The procurement includes three separate versions of the same CRM-system, one for each institution. That is, the CRM-data will not be shared between the institutions. The procurement must lead to separate instances of the CRM-system.

A more detailed description of the assignment and the requirements can be found in chapter 2, Specification of requirements.

#### **II.1.6. Information about lots**

This contract is divided into lots: no

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

Value excluding VAT: 1 500 000,00 SEK

### **II.2. Description**

#### **II.2.2. Additional CPV code(s)**

48000000 Software package and information systems, 48445000 Customer Relation Management software package, 48480000 Sales, marketing and business intelligence software package, 72220000 Systems and technical consultancy services, 72250000 System and support services

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

NUTS code: SE123 Östergötlands län

Main site or place of performance: Linköping

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

Scope of procurement

The procurement concerns development and implementation alternatively implementation of a web-based customer relationship management system (CRM) for handling student recruitment. The service must be delivered as a cloud solution, SaaS, i.e. the provider must take full responsibility for delivering the service including upgrades and management over time. The offered system must be able to be used to handle contact with different student groups and allow for some local adaptation.

The procurement includes three separate versions of the same CRM-system, one for each institution. That is, the CRM-data will not be shared between the institutions. The procurement must lead to separate instances of the CRM-system.

A more detailed description of the assignment and the requirements can be found in chapter 2, Specification of requirements.

#### **II.2.5. Award criteria**

Quality criterion - Name: Evaluation criterion: enumeration model in percentage. / Weighting: 60%

Price - Weighting: Price 40%

#### **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**

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## **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: [2023/S 088-267455](#)

### **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**

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A contract/lot is awarded: yes

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

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

03/07/2023

#### **V.2.2. Information about tenders**

Number of tenders received: 6

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

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

Official name: Exsitec AB

National registration number: 556592-7455

Postal address: Snickargatan40

Town: Linköping

NUTS code: SE123 Östergötlands län

Postal code: 58226

Country: Sweden

E-mail: [michael.huss@exsitec.se](mailto:michael.huss@exsitec.se)

Internet address: <http://www.exsitec.se>

The contractor is an SME: no

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

Total value of the contract/lot: 1 500 000,00 SEK

#### **V.2.5. Information about subcontracting**

## **Section VI: Complementary information**

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### **VI.3. Additional information**

Merzell notice: <https://opic.com/id/afkealjbsbi>

#### **VI.4. Procedures for review**

##### **VI.4.1. Review body**

Official name: Förvaltningsrätten i Linköping

Town: Linköping

Country: Sweden

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

03/10/2023