

**Sweden-Linköping: Telephone-answering services**

**OJ S 199/2023 16/10/2023**

**Contract notice**

**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: Sankt Kors Fastighetsaktiebolag

National registration number: 556026-4342

Postal address: Westmansgatan 47

Town: LINKÖPING

NUTS code: SE123 Östergötlands län

Postal code: 58216

Country: Sweden

Contact person: Mats Skeppstedt

E-mail: [matts.skeppstedt@dukatn.se](mailto:matts.skeppstedt@dukatn.se)

**Internet address(es):**

Main address: <http://www.dukaten.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=afnhzcpox&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=afnhzcpox&GoTo=Tender>

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

Regional or local authority

**I.5. Main activity**

General public services

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**Section II: Object**

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

**II.1.1. Title**

Kundsupport med telefonitjänst

Reference number: 2023-3

**II.1.2. Main CPV code**

79510000 Telephone-answering services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Dukaten Parkeringsservice AB, i egenskap av dotterbolag till Sankt Kors Fastighets AB, bjuder in till anbudsgivning avseende upphandling av kundsupport med telefonitjänst.

#### **II.1.5. Estimated total value**

Value excluding VAT: 5 100 000,00 SEK

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

This contract is divided into lots: no

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

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

79342300 Customer services, 98351100 Car park 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**

Dukaten Parkeringsservice AB bjuder in till anbudsgivning avseende upphandling av kundsupport med telefonitjänst.

#### **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: 01/02/2024 End: 31/01/2026

This contract is subject to renewal: yes

Description of renewals:

2 förlängning/ar á 12 månader

#### **II.2.10. Information about variants**

Variants will be accepted: no

#### **II.2.11. Information about options**

Options: yes

Description of options:

Beskrivning av optioner framgår av förfrågningsunderlaget.

#### **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 III: Legal, economic, financial and technical information**

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#### **III.1. Conditions for participation**

##### **III.1.2. Economic and financial standing**

Selection criteria as stated in the procurement documents

### III.1.3. Technical and professional ability

Selection criteria as stated in the procurement documents

## 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

The procurement involves the establishment of a framework agreement

Framework agreement with a single operator

#### 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: 13/11/2023 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: 13/02/2024

#### IV.2.7. Conditions for opening of tenders

Date: 14/11/2023 Local time: 00:00

## Section VI: Complementary information

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### VI.1. Information about recurrence

This is a recurrent procurement: no

### VI.2. Information about electronic workflows

Electronic invoicing will be accepted

### VI.3. Additional information

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

### VI.4. Procedures for review

#### VI.4.1. Review body

Official name: Förvaltningsrätten

Town: Linköping

Country: Sweden

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

11/10/2023