

**Sweden-Falkenberg: Telecommunications services**  
**OJ S 240/2021 10/12/2021**  
**Contract award notice – utilities**  
**Services**

**Legal Basis:**

Directive 2014/25/EU

---

**Section I: Contracting entity**

**I.1. Name and addresses**

Official name: Hallandstrafiken Aktiebolag  
National registration number: 556225-2998  
Postal address: Box 269  
Town: FALKENBERG  
NUTS code: SE231 Hallands län  
Postal code: 31123  
Country: Sweden  
Contact person: Folke Bergqvist HLT konsult  
E-mail: [folke@fbq.se](mailto:folke@fbq.se)  
Telephone: +46 706501818  
**Internet address(es):**  
Main address: <http://www.hallandstrafiken.se>

**I.6. Main activity**

Recreation, culture and religion

---

**Section II: Object**

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

**II.1.1. Title**

Telefoni & Kontaktcenter  
Reference number: 21/2

**II.1.2. Main CPV code**

64200000 Telecommunications services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Upphandling av tjänster för telefoni och kontaktcenter för Hallandstrafiken ABs verksamhet.

**II.1.6. Information about lots**

This contract is divided into lots: no

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

Value excluding VAT: 9 600 000,00 SEK

**II.2. Description**

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

64210000 Telephone and data transmission services, 64215000 IP telephone services

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

NUTS code: SE231 Hallands län

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

Upphandling av tjänster för telefoni och kontaktcenter för Hallandstrafiken ABs verksamhet. Avtalet omfattar nättjänster för fast och mobil telefoni, mobilt bredband samt funktioner för handläggare av växel och kontaktcenter. Upphandlingen omfattar inte nättjänster för trafiknära utrustning (IoT).

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

Options: yes

Description of options:

Anbud ska omfatta optioner avseende:

- Integration mellan telefonisystem och Hallandstrafikens digitala kommunikationsplattform (MS Teams).
- Funktion för att integrerad hantering av digitala meddelandeflöden i kontaktcenter.
- Tjänster för utbildning och support/projektarbete.

## **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.2.1. Previous publication concerning this procedure**

Notice number in the OJ S: [2021/S 098-259497](#)

##### **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 periodic indicative 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**

15/11/2021

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

Official name: addcit AB

National registration number: 556972-5426

Postal address: Vasagatan 40

Town: Göteborg

NUTS code: SE231 Hallands län

Postal code: 411 37

Country: Sweden

E-mail: [morgan.herou@addcit.se](mailto:morgan.herou@addcit.se)

The contractor is an SME: yes

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

Initial estimated total value of the contract/lot: 9 600 000,00 SEK

Total value of the contract/lot: 9 600 000,00 SEK

**V.2.5. Information about subcontracting****V.2.6. Price paid for bargain purchases****Section VI: Complementary information**

---

**VI.3. Additional information**

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

**VI.4. Procedures for review****VI.4.1. Review body**

Official name: Förvaltningsrätten i Göteborg

Town: Göteborg

Country: Sweden

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

06/12/2021