

**Sweden-Åkersberga: Customer Relation Management software development services**

OJ S 242/2021 14/12/2021

Contract notice

Services

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Roslagsvatten Aktiebolag

National registration number: 556142-2394

Town: ÅKERSBERGA

NUTS code: SE110 Stockholms län

Postal code: 18486

Country: Sweden

Contact person: Christoffer Smed

E-mail: [christoffer.smed@socab.se](mailto:christoffer.smed@socab.se)**Internet address(es):**Main address: <http://www.roslagsvatten.se>**I.3. Communication**The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://tendsign.com/doc.aspx?UniquelId=afqbtwInto&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?UniquelId=afqbtwInto&GoTo=Tender>**I.4. Type of the contracting authority**

Regional or local authority

**I.5. Main activity**

General public services

**Section II: Object**

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**II.1. Scope of the procurement****II.1.1. Title**

Kund- och debiteringssystem

Reference number: 551294

**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**

Roslagsvattens mål är att ha ett modernt system där Roslagsvattens verksamhetsprocesser, så långt det är möjligt, kan hanteras i ett system avseende kunder och fakturering.

#### **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)**

48400000 Business transaction and personal business software package, 72212400 Business transaction and personal business software development services, 72212442 Financial systems software development services

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

NUTS code: SE110 Stockholms län

Main site or place of performance: Åkersberga

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

Roslagsvattens mål är att ha ett modernt system där Roslagsvattens verksamhetsprocesser, så långt det är möjligt, kan hanteras i ett system avseende kunder och fakturering.

#### **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: 01/04/2022 End: 31/03/2024

This contract is subject to renewal: yes

Description of renewals:

5 förlängning/ar á 12 månader

#### **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**

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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.2.2. Time limit for receipt of tenders or requests to participate**

Date: 31/01/2022 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: 31/10/2022

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

Date: 01/02/2022 Local time: 00:00

**Section VI: Complementary information**

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**VI.1. Information about recurrence**

This is a recurrent procurement: no

**VI.3. Additional information**

Mercell annons: <https://opic.com/id/afqbtwInt0>

**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**

09/12/2021