

Sweden-Gothenburg: Software package and information systems

OJ S 224/2022 21/11/2022

Contract notice

Supplies

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Göteborgs Stads Bostads AB

National registration number: 556046-8562

Postal address: Box 5044

Town: Göteborg

NUTS code: SE232 Västra Götalands län

Postal code: 402 21

Country: Sweden

Contact person: Mats Danngren

E-mail: mats.danngren@bostadsbolaget.se**Internet address(es):**Main address: <http://www.bostadsbolaget.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=afndjpefwc&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=afndjpefwc&GoTo=Tender>**I.4. Type of the contracting authority**

Regional or local authority

I.5. Main activity

Housing and community amenities

Section II: Object

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

Ärendehanteringssystem

Reference number: 22-006

II.1.2. Main CPV code

48000000 Software package and information systems

II.1.3. Type of contract

Supplies

II.1.4. Short description

Upphandlingen avser ett Ärendehanteringssystem (CRM) inklusive support och underhåll. Målbilden är ett systemstöd som genererar en bättre koordinering av kvalitet i arbetet med kund och affär vilket i sin tur bidrar till en högre interneffektivitet och en bättre kundupplevelse. Avtal kommer att tecknas med en leverantör.

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)

48219300 Administration software package, 48445000 Customer Relation Management software package, 48510000 Communication software package, 72220000 Systems and technical consultancy services, 72250000 System and support services

II.2.3. Place of performance

NUTS code: SE232 Västra Götalands län

Main site or place of performance: Göteborg

II.2.4. Description of the procurement

Upphandlingen avser ett Ärendehanteringssystem (CRM) inklusive support och underhåll. Målbilden är ett systemstöd som genererar en bättre koordinering av kvalitet i arbetet med kund och affär vilket i sin tur bidrar till en högre interneffektivitet och en bättre kundupplevelse. Avtal kommer att tecknas med en leverantör.

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: 01/06/2023 End: 31/05/2031

This contract is subject to renewal: no

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

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: 16/12/2022 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: 16/04/2023

IV.2.7. Conditions for opening of tenders

Date: 17/12/2022 Local time: 00:00

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information

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

VI.4. Procedures for review

VI.4.1. Review body

Official name: Förvaltningsrätten

Town: Göteborg

Country: Sweden

VI.5. Date of dispatch of this notice

16/11/2022