

**Sweden-Mölnadal: System and support services**

**OJ S 206/2023 25/10/2023**

**Contract notice**

**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: Mölnadals stad

National registration number: 212000-1363

Postal address: Göteborgsvägen 11-17

Town: MÖLNDAL

NUTS code: SE232 Västra Götalands län

Postal code: 43182

Country: Sweden

Contact person: Anders Häggdahl

E-mail: [anders.haggdahl@colligio.se](mailto:anders.haggdahl@colligio.se)

**Internet address(es):**

Main address: <http://www.molndal.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=affarahobu&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=affarahobu&GoTo=Tender>

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

National or federal agency/office

**I.5. Main activity**

General public services

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**Section II: Object**

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

**II.1.1. Title**

Kontaktcenter- och ärendehanteringssystem

Reference number: SEN 00038/2023

**II.1.2. Main CPV code**

72250000 System and support services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Upphandlingen omfattar ett ärendehanteringssystem med integrerad telefonlösning ett så kallat kontaktcentersystem som ska innehålla funktioner för ett kommunalt kontaktcenter.

#### **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, 48311100 Document management system, 48445000 Customer Relation Management software package

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

NUTS code: SE232 Västra Götalands län

Main site or place of performance: Mölndal

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

Upphandlingen omfattar ett ärendehanteringssystem med integrerad telefonlösning ett så kallat kontaktcentersystem som ska innehålla funktioner för ett kommunalt kontaktcenter.

#### **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**

Duration in months: 96

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**

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#### **IV.1. Description**

#### **IV.1.1. Type of procedure**

Competitive procedure with negotiation

#### **IV.1.3. Information about a framework agreement or a dynamic purchasing system**

#### **IV.1.5. Information about negotiation**

#### **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: 21/11/2023 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: 30/05/2024

## **Section VI: Complementary information**

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### **VI.1. Information about recurrence**

This is a recurrent procurement: no

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

Merzell annons: <https://opic.com/id/affarahobu>

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

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

Official name: Förvaltningsrätt

Town: Göteborg

Postal code: 40224

Country: Sweden

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

20/10/2023