

Sweden-Karlskrona: Customer Relation Management software development services
OJ S 209/2023 30/10/2023
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Statens Maritima och Transporthistoriska Museer

National registration number: 202100-1132

Postal address: Box 48

Town: KARLSKRONA

NUTS code: SE11 Stockholm

Postal code: 37121

Country: Sweden

Contact person: Tobias Kumlin

E-mail: tobias.kumlin@smtm.se

Internet address(es):

Main address: <http://www.smm.se>

I.4. Type of the contracting authority

Ministry or any other national or federal authority, including their regional or local subdivisions

I.5. Main activity

Recreation, culture and religion

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Kundserviceverktyg

Reference number: 2.4-2023-504

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

Upphandlingen omfattar att tillhandahålla Kundserviceverktyg för Vasamuseet och Vrak

– Museum Of Wrecks. SMTM har behov av ett kundserviceverktyg för ca 30

användare. Upphandlingen omfattar även:

- Leverans och implementering av verktyget

- Drift, underhåll, service och support

- Digital utbildning och användarhandledning.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 1 500 000,00 SEK

II.2. Description

II.2.2. Additional CPV code(s)

48219300 Administration software package, 48311000 Document management software package, 48400000 Business transaction and personal business software package, 48445000 Customer Relation Management software package, 48810000 Information systems

II.2.3. Place of performance

NUTS code: SE11 Stockholm

II.2.4. Description of the procurement

Upphandlingen omfattar att tillhandahålla Kundserviceverktyg för Vasamuseet och Vrak ;
– Museum Of Wrecks. ;SMTM har behov av ett kundserviceverktyg för ;ca 30 användare. ;Upphandlingen omfattar även:
- Leverans och implementering av verktyget
- Drift, underhåll, service och support
- Digital utbildning och användarhandledning.

II.2.5. Award criteria

Quality criterion - Name: Bör-krav / Weighting: 550000 max mervärde

Quality criterion - Name: Användarvänlighet / Weighting: 1350000 max mervärde

Price - Weighting: Anbudssumma enl. UHD

II.2.11. Information about options

Options: yes

Description of options:

Se upphandlingsdokumentet.

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.2.1.

Previous publication concerning this procedure

Notice number in the OJ S: [2023/S 093-286620](#)

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 prior information 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

02/08/2023

V.2.2. Information about tenders

Number of tenders received: 5

The contract has been awarded to a group of economic operators: no

V.2.3. Name and address of the contractor

Official name: ImBox Sweden AB

National registration number: 556918-0754

Postal address: Västergata 6 A

Town: GÖTEBORG

NUTS code: SE Sverige

Postal code: 41123

Country: Sweden

E-mail: john@imbox.se

The contractor is an SME: yes

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

Total value of the contract/lot: 1 500 000,00 SEK

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

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

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

25/10/2023