

Sweden-Trollhättan: Software supply services
OJ S 228/2022 25/11/2022
Contract notice – utilities
Services

Legal Basis:

Directive 2014/25/EU

Section I: Contracting entity

I.1. Name and addresses

Official name: Trollhättan Energi AB
National registration number: 556194-6921
Postal address: Box933
Town: Trollhättan
NUTS code: SE232 Västra Götalands län
Postal code: 46129
Country: Sweden
Contact person: Maria Bryntheson
E-mail: maria.bryntheson@trollhattanenergi.se
Internet address(es):
Main address: <http://www.trollhattanenergi.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=afhbedjsvh&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=afhbedjsvh&GoTo=Tender>

I.6. Main activity

Electricity

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

CRM - 22TE223
Reference number: 22/4

II.1.2. Main CPV code

72268000 Software supply services

II.1.3. Type of contract

Services

II.1.4. Short description

Upphandlingen omfattar system och tjänster för en CRM-lösning som ska stödja verksamhetens informationshantering för kundrelationer samt tillgängliggöra rätt information till kunder och medarbetare i rätt tid och på ett effektivt sätt.

Beställaren efterfrågar en leverantör med erfarenheter från energi/-utility branschen som också kan erbjuda en beprövad "best-practise lösning". Beställaren har krav på att systemet körs "on-premises".

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, 48400000 Business transaction and personal business software package, 48445000 Customer Relation Management software package, 48810000 Information systems, 72250000 System and support services

II.2.3. Place of performance

NUTS code: SE232 Västra Götalands län

Main site or place of performance: Trollhättan

II.2.4. Description of the procurement

Upphandlingen omfattar system och tjänster för en CRM-lösning som ska stödja verksamhetens informationshantering för kundrelationer samt tillgängliggöra rätt information till kunder och medarbetare i rätt tid och på ett effektivt sätt.

Beställaren efterfrågar en leverantör med erfarenheter från energi/-utility branschen som också kan erbjuda en beprövad "best-practise lösning". Beställaren har krav på att systemet körs "on-premises".

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: 144

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 III: Legal, economic, financial and technical information

III.1. Conditions for participation

III.1.2.

Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3. Technical and professional ability

Selection criteria as stated in the procurement documents

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

Date: 12/12/2022 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: 18/04/2023

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/afhbedjsvh>

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

22/11/2022