

Sweden-Tumba: Customer services
OJ S 243/2022 16/12/2022
Contract notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Aktiebolaget Botkyrkabyggen
National registration number: 556064-6191
Postal address: Aktiebolaget Botkyrkabyggen Tumba torg 101
Town: Tumba
NUTS code: SE110 Stockholms län
Postal code: 147 21
Country: Sweden
Contact person: Inger Malmgren
E-mail: inger@laworder.se
Telephone: +46 853069300
Internet address(es):
Main address: www.botkyrkabyggen.se

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://www.kommersannons.se/elite/Notice/NoticeDispatch.aspx?NoticeId=69360>
Additional information can be obtained from the abovementioned address
Tenders or requests to participate must be submitted electronically via: <https://www.kommersannons.se/elite/Notice/NoticeDispatch.aspx?NoticeId=69360>
Tenders or requests to participate must be submitted to the abovementioned address
Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at: <https://www.kommersannons.se/elite/Account/CreateAccount.aspx>

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

Housing and community amenities

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Upphandlingen av Kundenservicetelefon, felanmälantefoni och växel

II.1.2. Main CPV code

79342300 Customer services

II.1.3. Type of contract

Services

II.1.4. Short description

Leverantören ska tillhandahålla en fullständig kundservice- och felanmälans telefon. Leverantören ska bland annat hantera inkommande samtal, svara på kunders frågor, ta emot felanmälan och registrera felanmälningar i Botkyrkabyggens fastighetssystem samt vägleda hyresgäster och kunder med rätt information.

II.1.5. Estimated total value

Value excluding VAT: 20 000 000,00 SEK

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

79342300 Customer services

II.2.3. Place of performance

NUTS code: SE110 Stockholms län

Main site or place of performance: Stockholms län

II.2.4. Description of the procurement

Leverantören ska tillhandahålla en fullständig kundservice- och felanmälans telefon. Leverantören ska bland annat hantera inkommande samtal, svara på kunders frågor, ta emot felanmälan och registrera felanmälningar i Botkyrkabyggens fastighetssystem samt vägleda hyresgäster och kunder med rätt information.

II.2.5. Award criteria

Criteria below

Price

II.2.6. Estimated value

Value excluding VAT: 20 000 000,00 SEK

II.2.7. Duration of the contract, framework agreement or dynamic purchasing system

Start: 19/11/2022 End: 19/11/2023

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.2.12. Information about electronic catalogues

Tenders must be presented in the form of electronic catalogues or include an electronic catalogue

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

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: 12/01/2023 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: 12/10/2023

IV.2.7. Conditions for opening of tenders

Date: 13/01/2023 Local time: 12:00

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Förvaltningsrätten i Stockholm

Postal address: Tegeluddsvägen 1

Town: Stockholm

Postal code: 11541

Country: Sweden

E-mail: forvaltningsrattenistockholm@dom.se

Fax: +468 56168001

Internet address: www.forvaltningsrattenistockholm.domstol.se

VI.5. Date of dispatch of this notice

13/12/2022