

Sweden-Stockholm: IT services: consulting, software development, Internet and support

OJ S 230/2023 29/11/2023

Contract award notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Inera AB

National registration number: 556559-4230

Postal address: Box 17703

Town: STOCKHOLM

NUTS code: SE11 Stockholm

Postal code: 11893

Country: Sweden

Contact person: Harriet Fredin

E-mail: Harriet.Fredin@inera.se**Internet address(es):**Main address: <http://inera.se>**I.4. Type of the contracting authority**

Regional or local agency/office

I.5. Main activity

Health

Section II: Object

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

Upphandling Kund- och ärendehanteringssystem

Reference number: 2021100001

II.1.2. Main CPV code

72000000 IT services: consulting, software development, Internet and support

II.1.3. Type of contract

Services

II.1.4. Short description

Inera avser upphandla en modern, webbaserad och standardmässig systemlösning för att täcka kundportalfunktionalitet, Customer Service Management (CSM), IT Service Management (ITSM), IT Operation Management (ITOM), CMDB, CRM och Formulärhantering i form av en tjänsteleverans.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 75 000 000,00 SEK

II.2. Description

II.2.2. Additional CPV code(s)

48000000 Software package and information systems

II.2.3. Place of performance

NUTS code: SE11 Stockholm

II.2.4. Description of the procurement

Inera avser upphandla en modern, webbaserad och standardmässig systemlösning för att täcka kundportalfunktionalitet, Customer Service Management (CSM), IT Service Management (ITSM), IT Operation Management (ITOM), CMDDB, CRM och Formulärhantering i form av en tjänsteleverans.

II.2.5. Award criteria

Quality criterion - Name: Införande / Weighting: Mervärde

Quality criterion - Name: Funktionalitet och användarvänlighet i Systemlösning / Weighting: Mervärde

Quality criterion - Name: Support och servicenivåer / Weighting: Mervärde

Quality criterion - Name: Samverkan och utveckling / Weighting: Mervärde

Price - Weighting: Pris och kvalitet

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

Competitive procedure with negotiation

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: [2022/S 051-132973](#)

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

28/11/2022

V.2.2. Information about tenders

Number of tenders received: 1

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

V.2.3. Name and address of the contractor

Official name: Netgain AB

National registration number: 556652-9557

Postal address: Celsiusgatan 10

Town: STOCKHOLM

NUTS code: SE11 Stockholm

Postal code: 11230

Country: Sweden

E-mail: tomas.bjurstrom@netgain.se

Internet address: <http://www.netgain.se>

The contractor is an SME: no

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

Total value of the contract/lot: 75 000 000,00 SEK

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

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

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

24/11/2023