



SJÖBO
KOMMUN

document
07

developing organization

about
Arie Malm

dling

ad 2025-02-24 08:33
bid day: 2025-03-24 23:59

explanation



one is included in the ad



one will be included in the agreement



the question contains requirements that must be met



is weighted and included in the evaluation



is provided for informational purposes only



is marked for special follow-up



one is included in the qualification



one will be published in the agreement catalog



The text/question contains ESPD requirements



is weighted and included in the evaluation



is answered by the purchaser

education

the Jew

mmun, hereinafter the "Orderer", invites
the entrant to tender for Chatb

This is explained in more detail in section 1.2 Update.

one will sign a contract with a supplier

The work shall be carried out to the extent and in the manner
the tender documents, i.e. this request for quotation,
with what is stated in the tender.

The selection is made according to the principle of the economic
relationship between price and quality, see further section

presentation of the contracting authority

mmun has approximately 19,500 inhabitants and
approximately 110 businesses and committees.

mission description

development of AI chatbot interface for Sjöbo

mmun is looking for a supplier to develop a
customizable AI chatbot interface. The interface
has a unique and modern appearance, while



e bidder, hereinafter
hot with this request for proposal.

writing, below.

or that follows from
with associated annexes and agreements and in

the fair bid based on the best

hot

da. The municipality has 5 administrations with

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of one
a designed for knitting
t carries a clear connection

to the municipality and its various areas of operation. We are looking for a partner who can assist with both technical and creative expertise to ensure that the solution is user-friendly and representative of Sjöbo municipality. Detailed requirements can be found in section 4 Requirements specification and appendix 1.

The mission

To de-dramatize contact with authorities and lower the threshold for reaching and absorbing information from us, we want to start a chatbot for use internally within the municipality's operations and externally by residents and business operators.

It should be easy to do the right thing and get answers to your questions, and through a chatbot, information that is currently located in several places can be combined to provide a comprehensive picture that is difficult to obtain today. This provides a more understandable picture of our processes and makes it easier to understand what is required of you who are looking for information. You can ask a chatbot more open-ended questions than you can in a search field on a website, and you can also have a conversation that aims to narrow down the information you receive.

Several of our processes within the municipality are very complex and by starting with these, it is easier to then expand the chatbot to include more activities and areas.

Objective

That we as an organization work in line with our promises. Municipal residents feel welcome, understand our various missions and areas, and feel that we take our responsibility to ensure that they receive the right information so that they can do the right thing themselves.

1.3 Contracting authority and Client

Sjöbo municipality
Corporate No. 212000-1090
275 22 Seaman

For more information about the municipality, see Sjöbo municipality's website, www.sjobo.se

1.4 Contract period

The municipality's overall requirement for project implementation and delivery is that a first partial delivery in the form of a completed chatbot for a designated area of operation shall be in operation by 2025-06-01. A first version shall be available for inspection within two weeks after the detailed timetable has been established. Partial delivery 2 shall be in operation by 2025-09-06 at the latest.

Agreements regarding the total implementation of the assignment, according to 3.8 timetable and implementation, and framework agreements regarding consulting services on an hourly basis for advice and development of the service are signed immediately after award; provisionally for the period 2025-04-01 - 2026-03-31, with the possibility of extension 1 + 1 + 1 year. The framework agreement is automatically extended unless either party has notified otherwise no later than three months before the current agreement period expires.

If there is a review, or if the procurement is delayed for other reasons, the contract period is postponed to the extent that the procurement has been delayed.

1.5 Responsible for the procurement

Name:Linnea Elamzon
Title/Position:Unit Manager **Operation:**
Public Works Administration

1.6 Responsible purchaser

Name:Linda Marie Malm

Title/position:Head of Procurement Unit

Operation:Municipal Management Administration

1.7 Appendices

1. Requirements specification

1.8 Definitions



Unless the context or circumstances require otherwise, the following words and terms, including their inflections, shall be deemed to have the meanings set forth herein. Words and terms may also be defined elsewhere in the procurement documents.

Bidder -The organization or association of organizations submitting a tender for the procurement.

The agreement -These procurement documents and their annexes, all of which form an integral part of future agreements, as well as the amendments and additions to these documents that the parties agree to.

Client/Contracting authority -Sjöbo municipality

Should-requirements -Non-mandatory requirements but which provide added value for the Client if they are met.

Supplier -The bidder who is ultimately awarded the contract

LOU -Public Procurement Act (2016:1145)

OSL -Public Access and Secrecy Act (2009:400)

Ska requirements-Mandatory requirements that must be met for the tender to be accepted, they are stated as either "minimum requirements" or as "must-requirements."

The mission-Refers to all of the Supplier's obligations under the Agreement.