Agreement for taxi services

Lund University has procured taxi services with seating for up to four passengers. The agreement is valid from 1 Sep 2018 to 31 August 2020 and may be extended two years for a total agreement period of four years.

The procurement applies to the following geographical areas, based on the locations where Lund University operates:

- Lund/Malmö
- Helsingborg
- Ljungbyhed

The University has signed agreements for each area, ranked as follows:

**Lund/Malmö**
1. Taxi Skåne
2. Vellinge Taxi

**Helsingborg**
1. Taxi Skåne
2. Taxi Ängelholm

**Ljungbyhed**
1. Taxi Skåne
2. Taxi Ängelholm

All suppliers offer **discounts** of at least 5% when booking trips in other parts of Sweden through other taxi companies via an app/online.

Taxi Skåne and Vellinge taxi offer a special **VIP** telephone booking number.

Taxi Skåne offer a **real-time app** that allows the customer to track their booked taxi.

**Prices**

Agreed fixed rates (excl. VAT) per agreement area:

**Lund/Malmö**

<table>
<thead>
<tr>
<th></th>
<th>In Lund</th>
<th>Lund – Sturup</th>
<th>Lund – Kastrup</th>
<th>Malmö – Sturup</th>
<th>Malmö – Kastrup</th>
<th>Malmö – Lund</th>
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</thead>
<tbody>
<tr>
<td>1 Taxi Skåne</td>
<td>SEK 265</td>
<td>SEK 450</td>
<td>SEK 1075</td>
<td>SEK 450</td>
<td>SEK 800</td>
<td>SEK 340</td>
</tr>
<tr>
<td>2 Vellinge taxi</td>
<td>SEK 250</td>
<td>SEK 505</td>
<td>SEK 1180</td>
<td>SEK 505</td>
<td>SEK 895</td>
<td>SEK 350</td>
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**Helsingborg**

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<th>Helsingborg – Ängelholm airport</th>
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<tbody>
<tr>
<td>1 Taxi Skåne</td>
<td>SEK 515</td>
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<tr>
<td>2 Taxi Ängelholm</td>
<td>SEK 550</td>
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Ljungbyhed

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<tr>
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<th>Ljungbyhed – Ängelholm airport</th>
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<tbody>
<tr>
<td>1 Taxi Skåne</td>
<td>SEK 915</td>
</tr>
<tr>
<td>2 Taxi Ängelholm</td>
<td>SEK 950</td>
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Lund includes the ESS and MAX IV area.

Malmö refers to the City of Malmö/area inside Yttre Ringvägen including Bunkeflostrand and Klagshamn.

The agreed prices apply in both directions.

Taxi services with a metre rate for each agreement area can also be purchased if needed. The same goes for trips involving large vehicles and/or other destinations – either through a metre rate or by requesting an offer for a fixed rate.

The taxi agreement complements our agreement with the travel agency, Egencia. With Egencia, you can book your entire trip including a taxi connecting you to your flight or train.

**Bookings**

When booking a trip, you must start by contacting the supplier ranked no. 1 in the framework agreement for the area in question (see above). **If the supplier ranked no. 1 is unable to provide the service, the person who placed the order must be notified immediately.** The request is then to be directed to the supplier ranked no. 2 in the framework agreement, and so on.

**Taxi Ängelholm**

- Telephone: 0431-171 70
- Email: info@taxiengelholm.se
- Online system/app: Click the link to create a personal account: https://www.taxibokning.se/public/registeremployee.aspx?key=3f4e7f13-cc98-444b-bb69-eacdb73c38ce&AutoSetAllowInvoice=true

**Taxi Skåne/Cabonline**

Booking by customer ID:

- Telephone: 046-330 330
- VIP telephone number: 046-330 303
- Email: trafikledare@taxiskane.com

Booking by app/webb:

- Online system/app: https://boka.cabonline.se/or Cabonline app for mobile units. In case of questions, call: 08-7449560
  The Excel form “Användare lista” (in Swedish) must be completed and submitted to info@cabonline.com to register and activate your account (one-off measure). The form is available in Lupin (Proceedo) and on the Staff Pages at https://www.medarbetarwebben.lu.se/stod-och-verktyg/resa-i-tjansten/att-boka-resan/persontransporter/taxi. The user will receive a text message with their username and password for registration at Cabonline app or https://boka.cabonline.se/.

Users who have travelled with Taxi Skåne before can use their existing customer ID. New users must, regardless of the booking method, complete and submit the Excel form according to the steps above in order to register their user profile. New users that do not have the possibility to book by app/webb
must contact foretag.regionsyd@cabonline.com. For contractual questions, please contact: anja.boban@cabonline.com.

Vellinge Taxi

- Telephone: 040-45 33 00
- VIP telephone number: 040-45 33 04 (customer: Lund University, code: 8755)
- Email: info@vellingetaxi.se
- Online system/app: Click the link to create a personal account: https://www.taxibokning.se/public/registeremployee.aspx?key=3f4e7f13-cc98-444b-bb69-eadb73c38ce&AutoSetAllowInvoice=true

Trips can be booked at any time of the day via telephone, email or the app/online system.

In the app/online system, the names and telephone numbers of both the reference person (the person booking/customer) and traveller must be entered.

Each trip will receive a specific booking number.

When booking a taxi ride, the person booking the trip must be able to identify themselves through their personal details (email address, telephone number), account details (username and password) or a code. Customers who do not want their personal data stored in the system can use the code option.

When booking via telephone, the customer must provide a “traveller profile” from the app/online system and/or email address associated with Lund University (ending with lu.se).

Booked taxi rides are confirmed by a written booking confirmation directly in the booking system or via email and text message.

It should be possible to order a taxi for trips including one or more stops without pre-ordering (provided that the stops are located between the start and end destination). Such additional stops are to be requested by the traveller who gets on at the starting point. Cost: max SEK 50 per extra stop for trips with a fixed price.

Changes to an existing booking can be made by the customer. You should be able to make changes (only of the traveller, departure time and/or day) and cancel the trip free of charge through all booking channels up until at least one (1) hour before the taxi pick-up time for bookings to/from Kastrup and up until 20 minutes before the pick-up time for bookings to/from other destinations.

**Taxi ride**

Pre-booked taxis must always arrive at the agreed time. In case of an urgent booking, the taxi should be there within fifteen (15) minutes. **If the taxi has not arrived at the agreed time**, the customer has the following options:

- Book the trip from the next supplier ranked in the framework agreement
- Get a discount of 15 % of the total cost of the trip

A booked taxi ride for a certain time includes five (5) minutes waiting time for traveller to turn up.

If the taxi ride involves pick-up at a train station or bus terminal, ten (10) minutes waiting time is included.
If the taxi ride involves pick-up at Kastrup, forty-five (45) minutes waiting time from the plane’s arrival time is included.

If the taxi ride involves pick-up at Sturup Airport or Ängelholm/Helsingborg airport, fifteen (15) minutes waiting time from the plane’s arrival time is included.

Any additional waiting time will incur a waiting fee (metre rate excl. starting charge). Once the included waiting times above have passed, the driver is to contact the traveller concerned. If a traveller cannot be reached, the driver is to contact the supplier’s customer service/switchboard for approval to leave the pick-up place.

If the trip involves pick-up at the airport (arrivals hall), train station (exit) or hotel (reception), the driver is to greet the traveller with a sign with the person’s name unless otherwise agreed.

**Payment**
Persons who are authorised to purchase taxi rides should be able to pay either via invoice afterwards or by debit card.

The invoice must include the full name of both the reference person (customer/person booking) and the traveller.

Is must be possible to invoice each trip separately.

For more information or questions, please contact: hakan.ericsson@eken.lu.se