

115064-2026 - Competition

Sweden – Programming services of systems and user software – Ärendehanteringssystem Kundcenter och IT
OJ S 34/2026 18/02/2026
Contract or concession notice – standard regime
Services

1. Buyer

1.1. Buyer

Official name: Luleå kommun

Email: ann-helen.ainers@lulea.se

Legal type of the buyer: Regional authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Ärendehanteringssystem Kundcenter och IT

Description: Nu genomför Luleå kommun en upphandling avseende kontrakt på ett verksamhetssystem som primärt ska stödja ärendeprocesser inom Kundcenter och IT, men även processer i kommunkoncernens övriga verksamheter.

Procedure identifier: d3d47a8b-0509-4bf5-8de5-7fd34d72fa95

Internal identifier: KLF 2025/1933

Type of procedure: Negotiated with prior publication of a call for competition / competitive with negotiation

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72211000 Programming services of systems and user software

Additional classification (cpv): 72000000 IT services: consulting, software development, Internet and support, 72240000 Systems analysis and programming services, 72246000 Systems consultancy services, 72250000 System and support services, 72260000 Software-related services, 72268000 Software supply services

2.1.2. Place of performance

Country subdivision (NUTS): Norrbottens län (SE332)

Country: Sweden

Additional information: -

2.1.3. Value

Estimated value excluding VAT: 10 000 000,00 SEK

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Procurement Document

5. Lot

5.1. Lot: LOT-0001

Title: Ärendehanteringssystem Kundcenter och IT

Description: Nu genomför Luleå kommun en upphandling avseende kontrakt på ett verksamhetssystem som primärt ska stödja ärendeprocesser inom Kundcenter och IT, men även processer i kommunkoncernens övriga verksamheter.

Internal identifier: Ärendehanteringssystem Kundcenter och IT

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72211000 Programming services of systems and user software

Additional classification (cpv): 72000000 IT services: consulting, software development, Internet and support, 72240000 Systems analysis and programming services, 72246000 Systems consultancy services, 72250000 System and support services, 72260000 Software-related services, 72268000 Software supply services

5.1.2. Place of performance

Country subdivision (NUTS): Norrbottens län (SE332)

Country: Sweden

Additional information: -

5.1.3. Estimated duration

Start date: 08/04/2026

Duration end date: 08/04/2027

5.1.5. Value

Estimated value excluding VAT: 10 000 000,00 SEK

5.1.6. General information

Reserved participation:

Participation is not reserved.

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): yes

5.1.7. Strategic procurement

Aim of strategic procurement: Fulfilment of social objectives

Description: Leverantören ska i sitt strategiska arbete inkludera jämställdhetsarbete och inneha en jämställdhetsplan..

Social objective promoted: Gender equality

5.1.9. Selection criteria

Sources of selection criteria: Procurement Document

Information about the second stage of a two-stage procedure:

Minimum number of candidates to be invited for the second stage of the procedure: 3

The procedure will take place in successive stages. At each stage, some participants may be eliminated

The buyer reserves the right to award the contract on the basis of the initial tenders without any further negotiations

5.1.10. Award criteria

Criterion:

Type: Quality

5.1.11. Procurement documents

Address of the procurement documents: <https://www.kommersannons.se/elite/Notice/NoticeDispatch.aspx?NoticeId=90766>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://www.kommersannons.se/elite/Notice/NoticeDispatch.aspx?NoticeId=90766>

Languages in which tenders or requests to participate may be submitted: Swedish

Electronic catalogue: Not allowed

Deadline for receipt of requests to participate: 18/03/2026 23:59:00 (UTC+01:00) Central European Time, Western European Summer Time

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: No

Electronic invoicing: Required

Electronic ordering will be used: yes

Electronic payment will be used: yes

5.1.15. Techniques

Framework agreement:

No framework agreement

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Review organisation: Förvaltningsrätten i Luleå

Information about review deadlines: Se upphandlingsdokumenten

Organisation providing additional information about the procurement procedure: Luleå kommun

Organisation providing more information on the review procedures: Förvaltningsrätten i Luleå

8. Organisations

8.1. ORG-0001

Official name: Luleå kommun

Registration number: 212000-2742

Postal address: Luleå kommun

Town: Luleå

Postcode: 971 85

Country subdivision (NUTS): Norrbottens län (SE332)

Country: Sweden

Contact point: Ann-Helen Ainers

Email: ann-helen.ainers@lulea.se

Telephone: 076-1282836

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

Buyer profile: <http://www.lulea.se/>

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

8.1. **ORG-0002**

Official name: Förvaltningsrätten i Luleå

Registration number: 202100-2742

Postal address: Skeppsbrogatan 43

Town: Luleå

Postcode: 97231

Country subdivision (NUTS): Norrbottens län (SE332)

Country: Sweden

Email: forvaltningsrattenilulea@dom.se

Telephone: +46 920295490

Roles of this organisation:

Review organisation

Organisation providing more information on the review procedures

Notice information

Notice identifier/version: e9cce7bc-ff33-402c-a2b7-e8a2dfe1c037 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

Notice dispatch date: 16/02/2026 18:07:00 (UTC+01:00) Central European Time, Western European Summer Time

Languages in which this notice is officially available: Swedish

Notice publication number: 115064-2026

OJ S issue number: 34/2026

Publication date: 18/02/2026