

161005-2026 - Competition

Sweden – Customer services – Kö- och bokningssystem

OJ S 47/2026 09/03/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Statens servicecenter

Email: Charlotte.Jonasson@statenssc.se

Legal type of the buyer: Central government authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Kö- och bokningssystem

Description: Upphandling av systemstöd för kö- och bokningshantering på servicekontor samt uppföljning i form av statistikinsamling över besök. Upphandlingen omfattar även köutrustning.

Procedure identifier: f8445005-6fc0-4e09-9a50-b58bb04f7913

Internal identifier: 2025-01325-2.3.1

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79342300 Customer services

Additional classification (cpv): 48000000 Software package and information systems, 48100000 Industry specific software package, 64216200 Electronic information services

2.1.2. Place of performance

Country subdivision (NUTS): Stockholms län (SE110)

Country: Sweden

Additional information: -

2.1.2. Place of performance

Country subdivision (NUTS): Uppsala län (SE121)

Country: Sweden

Additional information: -

2.1.2. Place of performance

Country subdivision (NUTS): Södermanlands län (SE122)

Country: Sweden

Additional information: -

2.1.2. Place of performance

Country subdivision (NUTS): Östergötlands län (SE123)

Country: Sweden

Additional information: -

2.1.2. Place of performance

Country subdivision (NUTS): Örebro län (SE124)

Country: Sweden

Additional information: -

2.1.2. Place of performance

Country subdivision (NUTS): Västmanlands län (SE125)

Country: Sweden

Additional information: -

2.1.2. Place of performance

Country subdivision (NUTS): Jönköpings län (SE211)

Country: Sweden

Additional information: -

2.1.2. Place of performance

Country subdivision (NUTS): Kronobergs län (SE212)

Country: Sweden

Additional information: -

2.1.2. Place of performance

Country subdivision (NUTS): Kalmar län (SE213)

Country: Sweden

Additional information: -

2.1.2. Place of performance

Country subdivision (NUTS): Gotlands län (SE214)

Country: Sweden

Additional information: -

2.1.2. Place of performance

Country subdivision (NUTS): Blekinge län (SE221)

Country: Sweden

Additional information: -

2.1.2. Place of performance

Country subdivision (NUTS): Skåne län (SE224)

Country: Sweden

Additional information: -

2.1.2. Place of performance

Country subdivision (NUTS): Hallands län (SE231)

Country: Sweden

Additional information: -

2.1.2. Place of performance

Country subdivision (NUTS): Västra Götalands län (SE232)

Country: Sweden

Additional information: -

2.1.2. Place of performance

Country subdivision (NUTS): Värmlands län (SE311)

Country: Sweden

Additional information: -

2.1.2. Place of performance

Country subdivision (NUTS): Dalarnas län (SE312)

Country: Sweden

Additional information: -

2.1.2. Place of performance

Country subdivision (NUTS): Gävleborgs län (SE313)

Country: Sweden

Additional information: -

2.1.2. Place of performance

Country subdivision (NUTS): Västernorrlands län (SE321)

Country: Sweden

Additional information: -

2.1.2. Place of performance

Country subdivision (NUTS): Jämtlands län (SE322)

Country: Sweden

Additional information: -

2.1.2. Place of performance

Country subdivision (NUTS): Västerbottens län (SE331)

Country: Sweden

Additional information: -

2.1.2. Place of performance

Country subdivision (NUTS): Norrbottens län (SE332)

Country: Sweden

Additional information: -

2.1.3. Value

Estimated value excluding VAT: 14 000 000,00 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: Kö- och bokningssystem

Description: Upphandling av systemstöd för kö- och bokningshantering på servicekontor samt uppföljning i form av statistikinsamling över besök. Upphandlingen omfattar även köutrustning.

Internal identifier: Kö- och bokningssystem

5.1.1. Purpose

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5.1.2. Place of performance

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Additional information: -

5.1.2. Place of performance

Country subdivision (NUTS): Västerbottens län (SE331)

Country: Sweden

Additional information: -

5.1.2. Place of performance

Country subdivision (NUTS): Norrbottens län (SE332)

Country: Sweden

Additional information: -

5.1.3. Estimated duration

Start date: 01/02/2027

Duration end date: 31/01/2029

5.1.5. Value

Estimated value excluding VAT: 14 000 000,00 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: No strategic procurement

5.1.9. Selection criteria

Sources of selection criteria: Procurement Document

5.1.10. Award criteria

Criterion:

Type: Quality

5.1.11. Procurement documents

Address of the procurement documents: <https://upphandling.statenssc.se/Notice/NoticeDispatch.aspx?NoticeId=62714>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://upphandling.statenssc.se/Notice/NoticeDispatch.aspx?NoticeId=62714>

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

Electronic catalogue: Not allowed

Deadline for receipt of tenders: 24/04/2026 23:59:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 183 Days

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 Falun

Information about review deadlines: Se upphandlingsdokumenten

Organisation providing additional information about the procurement procedure: Statens servicecenter

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

8. Organisations

8.1. ORG-0001

Official name: Statens servicecenter

Registration number: 202100-6453

Postal address: FE 15

Town: Gävle

Postcode: 801 71

Country subdivision (NUTS): Gävleborgs län (SE313)

Country: Sweden

Contact point: Charlotte Jonasson

Email: Charlotte.Jonasson@statenssc.se

Telephone: +46103505205

Internet address: <https://www.statenssc.se>

Buyer profile: <https://www.statenssc.se>

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

8.1. ORG-0002

Official name: Förvaltningsrätten i Falun

Registration number: 202100-2742

Postal address: Kullen 4

Town: Falun

Postcode: 79131

Country subdivision (NUTS): Dalarnas län (SE312)

Country: Sweden

Email: forvaltningsrattenifalun@dom.se

Telephone: +46 233830000

Roles of this organisation:

Review organisation

Organisation providing more information on the review procedures

Notice information

Notice identifier/version: 4f04e7ff-8fc6-4bcf-a412-5efc012e894d - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

Notice dispatch date: 05/03/2026 15:30:00 (UTC+01:00) Central European Time, Western European Summer Time

Languages in which this notice is officially available: Swedish

Notice publication number: 161005-2026

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Publication date: 09/03/2026