

294497-2026 - Competition

Sweden – Telephone and data transmission services – Telefoni- och kontaktcenter

OJ S 83/2026 29/04/2026

Contract or concession notice – standard regime - Change notice
Services

1. Buyer

1.1. Buyer

Official name: Eskilstuna Strängnäs Energi och Miljö Aktieföretag

Email: mathilde.stavehaug@esem.se

Legal type of the buyer: Regional authority

Activity of the contracting authority: General public services

Activity of the contracting entity: Electricity-related activities

2. Procedure

2.1. Procedure

Title: Telefoni- och kontaktcenter

Description: Upphandlingen avser ett avtal som ska tillgodose ESEMs behov av telefoni- och kontaktcenter. Det ska ingå en integrerad växel, telefonist- och kontaktcenterapplikation. Med tjänsten växel och kontaktcenter menas paketerade funktioner där agenter på ett samlat sätt, hanterar inkommande ärenden genom olika kanaler. Det omfattar också abonnemang av olika typer. IP-telefoni, fristående mobilabonnemang, mobilabonnemang med fast anknytning samt mobila bredband. Denna del omfattar även ACD-köer och nummerserie.

Procedure identifier: d00b0842-9eca-412a-9241-6610922db5e1

Internal identifier: UH 25-38

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 64210000 Telephone and data transmission services

Additional classification (cpv): 32500000 Telecommunications equipment and supplies,

48510000 Communication software package, 64200000 Telecommunications services,

64212000 Mobile-telephone services, 64214200 Telephone switchboard services, 72000000

IT services: consulting, software development, Internet and support

2.1.2. Place of performance

Country subdivision (NUTS): Södermanlands län (SE122)

Country: Sweden

2.1.3. Value

Estimated value excluding VAT: 16 000 000,00 SEK

2.1.4. General information

Legal basis:

Directive 2014/25/EU

2.1.6. Grounds for exclusion

5. Lot

5.1. Lot: LOT-0000

Title: Telefoni- och kontaktcenter

Description: Upphandlingen avser ett avtal som ska tillgodose ESEMs behov av telefoni- och kontaktcenter. Det ska ingå en integrerad växel, telefonist- och kontaktcenterapplikation. Med tjänsten växel och kontaktcenter menas paketerade funktioner där agenter på ett samlat sätt, hanterar inkommande ärenden genom olika kanaler. Det omfattar också abonnemang av olika typer. IP-telefoni, fristående mobilabonnemang, mobilabonnemang med fast anknytning samt mobila bredband. Denna del omfattar även ACD-köer och nummerserie.

Internal identifier: UH 25-38

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 64210000 Telephone and data transmission services

Additional classification (cpv): 32500000 Telecommunications equipment and supplies, 48510000 Communication software package, 64200000 Telecommunications services, 64212000 Mobile-telephone services, 64214200 Telephone switchboard services, 72000000 IT services: consulting, software development, Internet and support

5.1.2. Place of performance

Country subdivision (NUTS): Södermanlands län (SE122)

Country: Sweden

5.1.3. Estimated duration

Start date: 25/05/2026

Duration end date: 31/10/2030

5.1.4. Renewal

Maximum renewals: 2

Other information about renewals: Förlängning är 24 månader

5.1.5. Value

Estimated value excluding VAT: 16 000 000,00 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): no

5.1.7. Strategic procurement

Aim of strategic procurement: No strategic procurement

5.1.9. Selection criteria

Sources of selection criteria: Procurement Document

5.1.11. Procurement documents

Deadline for requesting additional information: 03/05/2026 22:00:00 (UTC+00:00) Western European Time, GMT

Address of the procurement documents: <https://tendsign.com/doc.aspx?MeFormsNoticeld=88133>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://tendsign.com/doc.aspx?MeFormsNoticeld=88133&GoTo=Tender>

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

Electronic catalogue: Allowed

Description of the financial guarantee: Se upphandlingsdokument

Deadline for receipt of tenders: 11/05/2026 21:59:59 (UTC+00:00) Western European Time, GMT

Duration during which the tender must remain valid: 184 Days

Information about public opening:

Opening date: 11/05/2026 22:00:00 (UTC+00:00) Western European Time, GMT

Place: Eskilstuna

Terms of contract:

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

Conditions relating to the performance of the contract: Se upphandlingsdokument

Electronic invoicing: Required

Electronic ordering will be used: yes

Electronic payment will be used: yes

Financial arrangement: Se upphandlingsdokument

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

Information about review deadlines: Se upphandlingsdokument

Organisation providing additional information about the procurement procedure: Eskilstuna Strängnäs Energi och Miljö Aktiebolag

8. Organisations

8.1. ORG-0001

Official name: Eskilstuna Strängnäs Energi och Miljö Aktiebolag

Registration number: 5569357501

Department: Inköpsavdelningen

Postal address: Kungsgatan 86

Town: ESKILSTUNA

Postcode: 63186

Country subdivision (NUTS): Södermanlands län (SE122)

Country: Sweden

Contact point: Mathilde Stavehaug

Email: mathilde.stavehaug@esem.se

Telephone: 016-106000

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

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

8.1. ORG-0002

Official name: Förvaltningsrätten

Registration number: 202100-2742

Postal address: Box 406

Town: Linköping

Postcode: 581 04

Country subdivision (NUTS): Östergötlands län (SE123)

Country: Sweden

Email: forvaltningsrattenilinkoping@dom.se

Telephone: 013-25 11 00

Internet address: <https://www.domstol.se/forvaltningsratten-i-linkoping/>

Roles of this organisation:

Review organisation

10. Change

Version of the previous notice to be changed

:

b114f11a-edb2-4d1e-9e99-07934ca71140-01

Main reason for change

:

Information now available

10.1. Change

Section identifier: LOT-0000

Notice information

Notice identifier/version: a01701ee-90d1-493a-836b-3532d196d31f - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 17

Notice dispatch date: 28/04/2026 09:51:40 (UTC+00:00) Western European Time, GMT

Notice dispatch date (eSender): 28/04/2026 09:51:41 (UTC+00:00) Western European Time, GMT

Languages in which this notice is officially available: Swedish

Notice publication number: 294497-2026

OJ S issue number: 83/2026

Publication date: 29/04/2026