

301782-2026 - Competition

Sweden – Business services: law, marketing, consulting, recruitment, printing and security – Kundservicetelefoni
OJ S 85/2026 04/05/2026
Contract or concession notice – standard regime
Services

1. Buyer

1.1. Buyer

Official name: Botkyrka kommun
Email: john.torbjornsson@effso.se
Legal type of the buyer: Regional authority
Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Kundservicetelefoni
Description: AB Botkyrkabyggen, (hädanefter Beställaren), mål med upphandlingen är att ingå avtal med en leverantör för att leverera en bra kundservice gentemot Beställarens hyresgäster och bostadssökanden, i enlighet med Beställarens instruktioner. Beställarens mål med kundservicen är högre kundnöjdhet genom kortare svarstider och fler lösta ärenden.
Procedure identifier: d378676a-559e-47b9-883b-f5df189090d6
Internal identifier: 26/0083
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): 79000000 Business services: law, marketing, consulting, recruitment, printing and security
Additional classification (cpv): 64000000 Postal and telecommunications services, 64214200 Telephone switchboard services, 79342300 Customer services, 79342320 Customer-care services, 79510000 Telephone-answering services, 79512000 Call centre

2.1.2. Place of performance

Country subdivision (NUTS): Stockholms län (SE110)
Country: Sweden
Additional information: -

2.1.3. Value

Estimated value excluding VAT: 11 000 000,00 SEK

2.1.4. General information

Legal basis:
Directive 2014/24/EU

2.1.6. Grounds for exclusion

5. Lot

5.1. Lot: LOT-0001

Title: Kundenservicetelefoni

Description: AB Botkyrkabyggen, (hädanefter Beställaren), mål med upphandlingen är att ingå avtal med en leverantör för att leverera en bra kundservice gentemot Beställarens hyresgäster och bostadssökanden, i enlighet med Beställarens instruktioner. Beställarens mål med kundservicen är högre kundnöjdhet genom kortare svarstider och fler lösta ärenden.

Internal identifier: Kundenservicetelefoni

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79000000 Business services: law, marketing, consulting, recruitment, printing and security

Additional classification (cpv): 64000000 Postal and telecommunications services, 64214200

Telephone switchboard services, 79342300 Customer services, 79342320 Customer-care services, 79510000 Telephone-answering services, 79512000 Call centre

5.1.2. Place of performance

Country subdivision (NUTS): Stockholms län (SE110)

Country: Sweden

Additional information: -

5.1.3. Estimated duration

Start date: 08/07/2026

Duration end date: 08/07/2030

5.1.5. Value

Estimated value excluding VAT: 11 000 000,00 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

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

Maximum 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

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=92496>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://www.kommersannons.se/elite/Notice/NoticeDispatch.aspx?NoticeId=92496>

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

Electronic catalogue: Not allowed

Deadline for receipt of requests to participate: 01/06/2026 23:59:00 (UTC+02:00) Eastern European Time, Central 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:

Framework agreement, without reopening of competition

Maximum number of participants: 1

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Review organisation: Förvaltningsrätten i Stockholm

Information about review deadlines: Se upphandlingsdokumenten

Organisation providing additional information about the procurement procedure: Botkyrka kommun

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

8. Organisations

8.1. ORG-0001

Official name: Botkyrka kommun

Registration number: 212000-2882

Postal address: Munkhättevägen 45

Town: Tumba

Postcode: 147 85

Country subdivision (NUTS): Stockholms län (SE110)

Country: Sweden

Contact point: John Torbjörnsson

Email: john.torbjornsson@effso.se

Telephone: 46-761002937

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

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

Roles of this organisation:

Buyer
Organisation providing additional information about the procurement procedure

8.1. ORG-0002

Official name: Förvaltningsrätten i Stockholm
Registration number: 202100-2742
Postal address: Tegeluddsvägen 1
Town: Stockholm
Postcode: 11541
Country subdivision (NUTS): Stockholms län (SE110)
Country: Sweden
Email: forvaltningsrattenistockholm@dom.se
Telephone: +46 856168000

Roles of this organisation:

Review organisation
Organisation providing more information on the review procedures

Notice information

Notice identifier/version: 7ece29aa-ee42-444c-8131-082e2994c74c - 01
Form type: Competition
Notice type: Contract or concession notice – standard regime
Notice subtype: 16
Notice dispatch date: 29/04/2026 13:52:00 (UTC+02:00) Eastern European Time, Central European Summer Time
Languages in which this notice is officially available: Swedish
Notice publication number: 301782-2026
OJ S issue number: 85/2026
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