

302893-2026 - Competition

Sweden – Telecommunications services – Telefoni som tjänst och kontaktcenter

OJ S 85/2026 04/05/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Eskilstuna kommun

Email: victoria.jungat@eskilstuna.se

Legal type of the buyer: Regional authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Telefoni som tjänst och kontaktcenter

Description: Upphandlingen avser telefoni som tjänst samt kontaktcenter, härefter Lösningen, till Eskilstuna kommun och bolag inom kommunkoncernen, härefter beställaren. Tjänster inom ramen för uppdraget avser hela behovet av Växel-, Telefoni- och Kontaktcenterlösning i enlighet med denna förfrågan. Kontrakt kommer att tecknas med en (1) leverantör under förutsättning att minst ett (1) lämpligt anbud inkommer.

Procedure identifier: 051cb5db-ac8a-44f0-a685-82da79e36d03

Internal identifier: UE 25.179

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 64200000 Telecommunications services

2.1.2. Place of performance

Country subdivision (NUTS): Södermanlands län (SE122)

Country: Sweden

2.1.3. Value

Estimated value excluding VAT: 60 000 000,00 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-0000

Title: Telefoni som tjänst och kontaktcenter

Description: Upphandlingen avser telefoni som tjänst samt kontaktcenter, härefter Lösningen, till Eskilstuna kommun och bolag inom kommunkoncernen, härefter beställaren. Tjänster inom ramen för uppdraget avser hela behovet av Växel-, Telefoni- och Kontaktcenterlösning i enlighet med denna förfrågan. Kontrakt kommer att tecknas med en (1) leverantör under förutsättning att minst ett (1) lämpligt anbud inkommer.

Internal identifier: UE 25.179

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 64200000 Telecommunications services

5.1.2. Place of performance

Country subdivision (NUTS): Södermanlands län (SE122)

Country: Sweden

5.1.3. Estimated duration

Start date: 12/10/2026

Duration end date: 11/10/2031

5.1.5. Value

Estimated value excluding VAT: 60 000 000,00 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: Reduction of environmental impacts

Description: miljökrav finnes i upphandlingsdokumenten

Approach to reducing environmental impacts: Other

5.1.9. Selection criteria

Sources of selection criteria: Procurement Document

5.1.11. Procurement documents

Deadline for requesting additional information: 01/06/2026 22:00:00 (UTC+00:00) Western European Time, GMT

Address of the procurement documents: <https://tendsign.com/doc.aspx?MeFormsNoticeld=90702>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://tendsign.com/doc.aspx?MeFormsNoticeld=90702&GoTo=Tender>

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

Electronic catalogue: Allowed

Deadline for receipt of tenders: 12/06/2026 21:59:59 (UTC+00:00) Western European Time, GMT

Duration during which the tender must remain valid: 232 Days

Information about public opening:

Opening date: 14/06/2026 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

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 Linköping

Information about review deadlines: 1

8. Organisations

8.1. ORG-0001

Official name: Eskilstuna kommun

Registration number: 2120000357

Department: Upphandlingsenheten

Postal address: Nygatan 31

Town: ESKILSTUNA

Postcode: 63186

Country subdivision (NUTS): Södermanlands län (SE122)

Country: Sweden

Contact point: Victoria Falk Jungat

Email: victoria.jungat@eskilstuna.se

Telephone: 016-7101000

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

Roles of this organisation:

Buyer

8.1. ORG-0002

Official name: Förvaltningsrätten i Linköping

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

Notice information

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