

323980-2026 - Competition

Sweden – Telephone switchboard services – Kontaktcentertjänster Jourverksamhet Serviceresor Västerbotten

OJ S 91/2026 12/05/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Länstrafiken i Västerbotten AB

Email: brev@lanstrafikeniac.se

Legal type of the buyer: Body governed by public law, controlled by a regional authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Kontaktcentertjänster Jourverksamhet Serviceresor Västerbotten

Description: Upphandlingen avser kontaktcentertjänster för serviceresor samt anropsstyrda resor i den allmänna kollektivtrafiken till Länstrafiken i Västerbotten.

Procedure identifier: f90e58b1-9f93-4a56-95aa-b1548464bbab

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 64214200 Telephone switchboard services

2.1.2. Place of performance

Country subdivision (NUTS): Västerbottens län (SE331)

Country: Sweden

2.1.3. Value

Estimated value excluding VAT: 7 000 000,00 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: Kontaktcentertjänster Jourverksamhet Serviceresor Västerbotten

Description: Upphandlingen avser kontaktcentertjänster för serviceresor samt anropsstyrda resor i den allmänna kollektivtrafiken till Länstrafiken i Västerbotten.

Internal identifier: urn:eavrop:mdn:ProcurementProject:129884:Lot:1

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 64214200 Telephone switchboard services

Additional classification (cpv): 79512000 Call centre

5.1.2. Place of performance

Country subdivision (NUTS): Västerbottens län (SE331)

Country: Sweden

5.1.3. Estimated duration

Other duration: Unknown

5.1.4. Renewal

Maximum renewals: 0

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

5.1.11. Procurement documents

Address of the procurement documents: <https://www.e-avrop.com/LTV/e-Upphandling/NoticeLink.aspx?id=128874>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Allowed

Address for submission: <https://www.e-avrop.com/LTV/e-Upphandling/NoticeLink.aspx?id=128874>

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

Electronic catalogue: Not allowed

Deadline for receipt of tenders: 12/06/2026 00:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 4 Months

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 Umeå

Organisation providing additional information about the procurement procedure: Länstrafiken i Västerbotten AB

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

8. Organisations

8.1. ORG-0001

Official name: Länstrafiken i Västerbotten AB

Registration number: 556071-4478

Postal address: Johan Skyttes väg 6

Town: Lycksele

Postcode: 921 23

Country subdivision (NUTS): Västerbottens län (SE331)

Country: Sweden

Email: brev@lanstrafikeniac.se

Telephone: 0950-23900

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

8.1. ORG-0002

Official name: Antirio AB

Registration number: 556533-8133

Postal address: GÅRDSVÄGEN 18

Town: Solna

Postcode: 169 70

Country subdivision (NUTS): Stockholms län (SE110)

Country: Sweden

Email: support@e-avrop.com

Telephone: 08-501 190 00

Internet address: <https://www.e-avrop.com>

Roles of this organisation:

TED eSender

8.1. ORG-0003

Official name: Förvaltningsrätten i Umeå

Registration number: 202100-2742

Postal address: Box 193

Town: Umeå

Postcode: 901 05

Country subdivision (NUTS): Västerbottens län (SE331)

Country: Sweden

Email: forvaltningsratteniumea@dom.se

Telephone: +46 90-17 74 00

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

Roles of this organisation:

Review organisation

Organisation providing more information on the review procedures

Notice information

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