

## 386604-2026 - Competition

Sweden – Telecommunications services – Extern kundtjänst Förbo

OJ S 107/2026 05/06/2026

Contract or concession notice – standard regime

Services

### 1. Buyer

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#### 1.1. Buyer

Official name: Förbo Aktiebolag

Email: [noelle.nejad@foerbo.se](mailto:noelle.nejad@foerbo.se)

Legal type of the buyer: Regional authority

Activity of the contracting authority: Housing and community amenities

### 2. Procedure

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#### 2.1. Procedure

Title: Extern kundtjänst Förbo

Description: Upphandling av tjänst för bemanning av kundtjänst och kundservice. Avtalet omfattar uppdrag att som kundtjänst hantera Förbos växel med service i ärenden och frågor som handlar om uthyrning, serviceanmälningar och andra typer av bostadsfrågor. Uppdraget består i att hantera inkommande ärenden från Förbos hyresgäster. Ärendena innefattar hyresfrågor, serviceanmälningar samt växelsamtal.

Procedure identifier: bf09f7f7-2987-42b8-8929-bc7dbb8f3aec

Internal identifier: 26/8

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

Additional classification (cpv): 64214200 Telephone switchboard services, 79990000

Miscellaneous business-related services, 79996000 Business organisation services

##### 2.1.2. Place of performance

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

Country: Sweden

##### 2.1.3. Value

Estimated value excluding VAT: 8 000 000,00 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

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## 5.1. Lot: LOT-0000

Title: Extern kundtjänst Förbo

Description: Upphandling av tjänst för bemanning av kundtjänst och kundservice. Avtalet omfattar uppdrag att som kundtjänst hantera Förbos växel med service i ärenden och frågor som handlar om uthyrning, serviceanmälningar och andra typer av bostadsfrågor. Uppdraget består i att hantera inkommande ärenden från Förbos hyresgäster. Ärendena innefattar hyresfrågor, serviceanmälningar samt växelsamtal.

Internal identifier: 26/8

### 5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 64200000 Telecommunications services

Additional classification (cpv): 64214200 Telephone switchboard services, 79990000

Miscellaneous business-related services, 79996000 Business organisation services

### 5.1.2. Place of performance

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

Country: Sweden

### 5.1.3. Estimated duration

Start date: 15/01/2027

Duration end date: 15/01/2034

### 5.1.5. Value

Estimated value excluding VAT: 8 000 000,00 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: Fulfilment of social objectives

Description: Enligt FFU

Social objective promoted: Fair working conditions

### 5.1.9. Selection criteria

Sources of selection criteria: European Single Procurement Document (ESPD)

### 5.1.11. Procurement documents

Deadline for requesting additional information: 16/08/2026 22:00:00 (UTC+00:00) Western European Time, GMT

Address of the procurement documents: <https://tendsign.com/doc.aspx?MeFormsNoticeId=93876>

### 5.1.12. Terms of procurement

#### Terms of submission:

Electronic submission: Required

Address for submission: <https://tendsign.com/doc.aspx?MeFormsNoticeId=93876&GoTo=Tender>

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

Electronic catalogue: Allowed

Deadline for receipt of tenders: 27/08/2026 21:59:59 (UTC+00:00) Western European Time, GMT

Duration during which the tender must remain valid: 76 Days

**Information about public opening:**

Opening date: 27/08/2026 22:00:00 (UTC+00:00) Western European Time, GMT

Place: Förbo HK

**Terms of contract:**

The execution of the contract must be performed within the framework of sheltered employment programmes: Not yet known

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: 100

Justification for the duration of the framework agreement: Kontrakt

**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: Enligt upphandlingdokumen

Organisation providing more information on the review procedures: Förbo Aktiebolag

## 8. Organisations

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**8.1. ORG-0001**

Official name: Förbo Aktiebolag

Registration number: 5561098350

Department: Upphandlingsenheten

Postal address: Box 161

Town: MÖLNLYCKE

Postcode: 43524

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

Country: Sweden

Contact point: Noelle Nejad

Email: [noelle.nejad@foerbo.se](mailto:noelle.nejad@foerbo.se)

Telephone: 031-7465000

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

**Roles of this organisation:**

Buyer

Organisation providing more information on the review procedures

**8.1. ORG-0002**

Official name: Förvaltningsrätten

Registration number: 202100-2742

Postal address: Box 53197

Town: Göteborg

Postcode: 400 15

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

Country: Sweden

Email: [forvaltningsrattenigoteborg@dom.se](mailto:forvaltningsrattenigoteborg@dom.se)

Telephone: 031-732 70 00

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

**Roles of this organisation:**

Review organisation

## Notice information

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Notice identifier/version: ff94117a-fc3a-4f76-9b1c-5f2805afc544 - 01

Form type: Competition

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