

404193-2026 - Competition

Sweden – IT services: consulting, software development, Internet and support – Ramavtal Service Now konsulter
OJ S 112/2026 12/06/2026
Contract or concession notice – standard regime - Change notice
Services

1. Buyer

1.1. Buyer

Official name: Arbetsförmedlingen Varor & tjänster
Email: marcus.eriksson@arbetsformedlingen.se
Legal type of the buyer: Central government authority
Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Ramavtal Service Now konsulter
Description: Upphandlingen innebär leverans av konsultstöd där Arbetsförmedlingen avser att teckna ramavtal för tre (3) st kompetensområden för att säkra Arbetsförmedlingens framtida behov av en flexibel och kostnadseffektiv försörjning av IT-konsulttjänster med ServiceNow kompetens.
Procedure identifier: d5912bcf-267b-4299-8dae-9147a7800e86
Internal identifier: Af-2026/0045 1814
Type of procedure: Open
The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services
Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support
Additional classification (cpv): 72220000 Systems and technical consultancy services

2.1.2. Place of performance

Country: Sweden
Anywhere in the given country
Additional information: Se upphandlingsdokument.

2.1.3. Value

Estimated value excluding VAT: 100 000 000,00 SEK

2.1.4. General information

Legal basis:
Directive 2014/24/EU

2.1.5. Terms of procurement

Terms of submission:
Maximum number of lots for which one tenderer can submit tenders: 1
Terms of contract:

Maximum number of lots for which contracts can be awarded to one tenderer: 1

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Procurement Document

5. Lot

5.1. Lot: LOT-0001

Title: Generell del

Description: Ramavtal rörande ServiceNow Konsulter.

Internal identifier: 1899611-0

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support

Additional classification (cpv): 72220000 Systems and technical consultancy services

5.1.2. Place of performance

Country: Sweden

Anywhere in the given country

Additional information: Se upphandlingsdokument.

5.1.3. Estimated duration

Start date: 20/09/2026

Duration end date: 19/09/2028

5.1.4. Renewal

Maximum renewals: 2

Other information about renewals: Förlängning är 12 månader

5.1.5. Value

Estimated value excluding VAT: 5 000 000,00 SEK

Maximum value of the framework agreement: 5 000 000,00 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

This procurement is also suitable for small and medium-sized enterprises (SMEs): 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

Deadline for requesting additional information: 18/08/2026 22:00:00 (UTC+00:00) Western European Time, GMT

Address of the procurement documents: <https://tendsign.com/doc.aspx?MeFormsNoticeId=94242>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: [https://tendsign.com/doc.aspx?](https://tendsign.com/doc.aspx?MeFormsNoticeId=94242&GoTo=Tender)

[MeFormsNoticeId=94242&GoTo=Tender](https://tendsign.com/doc.aspx?MeFormsNoticeId=94242&GoTo=Tender)

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

Electronic catalogue: Allowed

Deadline for receipt of tenders: 24/08/2026 21:59:58 (UTC+00:00) Western European Time, GMT

Duration during which the tender must remain valid: 128 Days

Information about public opening:

Opening date: 25/08/2026 05:30:00 (UTC+00:00) Western European Time, GMT

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

Additional buyer coverage: Se upphandlingsdokument.

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Mediation organisation: Förvaltningsrätten

Review organisation: Förvaltningsrätten

Information about review deadlines: Se upphandlingsdokument.

Organisation providing information concerning the general regulatory framework for taxes applicable in the place where the contract is to be performed: Förvaltningsrätten

Organisation providing information concerning the general regulatory framework for environmental protection applicable in the place where the contract is to be performed: Förvaltningsrätten

Organisation providing information concerning the general regulatory framework for employment protection and working conditions applicable in the place where the contract is to be performed: Förvaltningsrätten

Organisation providing additional information about the procurement procedure:

Arbetsförmedlingen Varor & tjänster

Organisation providing offline access to the procurement documents: Arbetsförmedlingen Varor & tjänster

Organisation providing more information on the review procedures: Förvaltningsrätten

5.1. Lot: LOT-0002

Title: Krav på leverantören

Description: Se upphandlingsdokument.

Internal identifier: 1899612-1

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support

Additional classification (cpv): 72220000 Systems and technical consultancy services

5.1.2. Place of performance

Country: Sweden

Anywhere in the given country

Additional information: Se upphandlingsdokument.

5.1.3. Estimated duration

Start date: 20/09/2026

Duration end date: 19/09/2028

5.1.4. Renewal

Maximum renewals: 2

Other information about renewals: Förlängning är 12 månader

5.1.5. Value

Estimated value excluding VAT: 5 000 000,00 SEK

Maximum value of the framework agreement: 5 000 000,00 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: 18/08/2026 22:00:00 (UTC+00:00) Western European Time, GMT

Address of the procurement documents: <https://tendsign.com/doc.aspx?MeFormsNoticId=94242>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://tendsign.com/doc.aspx?MeFormsNoticId=94242&GoTo=Tender>

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

Electronic catalogue: Allowed

Deadline for receipt of tenders: 24/08/2026 21:59:58 (UTC+00:00) Western European Time, GMT

Duration during which the tender must remain valid: 128 Days

Information about public opening:

Opening date: 25/08/2026 05:30:00 (UTC+00:00) Western European Time, GMT

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

Additional buyer coverage: Se upphandlingsdokument.

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.

8. Organisations

8.1. ORG-0001

Official name: Arbetsförmedlingen Varor & tjänster

Registration number: 2021002114

Department: Arbetsförmedlingen Varor & tjänster

Postal address: Elektrogatan 4

Town: STOCKHOLM

Postcode: 107 67

Country subdivision (NUTS): Stockholms län (SE110)

Country: Sweden

Contact point: Marcus Eriksson

Email: marcus.eriksson@arbetsformedlingen.se

Telephone: 077-1600000

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

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

Organisation providing offline access to the procurement documents

8.1. ORG-0002

Official name: Förvaltningsrätten

Registration number: 202100-2742

Town: Stockholm

Postcode: 115 76

Country subdivision (NUTS): Stockholms län (SE110)

Country: Sweden

Email: forvaltningsrattenistockholm@dom.se

Telephone: 08-561 680 00

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

Roles of this organisation:

Review organisation

Organisation providing more information on the review procedures

Mediation organisation

Organisation providing information concerning the general regulatory framework for taxes applicable in the place where the contract is to be performed

Organisation providing information concerning the general regulatory framework for environmental protection applicable in the place where the contract is to be performed

Organisation providing information concerning the general regulatory framework for employment protection and working conditions applicable in the place where the contract is to be performed

10. Change

Version of the previous notice to be changed

:

7505d643-731d-4300-94b2-e93897a21da6-01

Main reason for change

:

Information updated

Description

:

Uppdaterat värde på upphandlingen.

10.1. Change

Section identifier: RESULT

Description of changes: Uppdaterat värdet från felaktigt värde 5 MSEK till 100 MSEK.

Notice information

Notice identifier/version: 5545dea7-27f5-4670-9647-16c6cafb0cbb - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

Notice dispatch date: 11/06/2026 07:05:06 (UTC+00:00) Western European Time, GMT

Notice dispatch date (eSender): 11/06/2026 09:36:23 (UTC+00:00) Western European Time, GMT

Languages in which this notice is officially available: Swedish

Notice publication number: 404193-2026

OJ S issue number: 112/2026

Publication date: 12/06/2026