

## 49538-2026 - Competition

Sweden – Telecommunications services – Upphandling av kontaktcenter med tillhörande tjänster för 1177

OJ S 15/2026 22/01/2026

Contract or concession notice – standard regime

Services

### 1. Buyer

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#### 1.1. Buyer

Official name: Inera AB

Email: [Cen.Chen@inera.se](mailto:Cen.Chen@inera.se)

Legal type of the buyer: Regional authority

Activity of the contracting authority: Health

### 2. Procedure

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#### 2.1. Procedure

Title: Upphandling av kontaktcenter med tillhörande tjänster för 1177

Description: Denna upphandling omfattar kontaktcenter med tillhörande tjänster för 1177.

Inera avser att teckna avtal med en leverantör för tillhandahållande av tjänsten. Tjänsten ska levereras som en SaaS tjänst där leverantören har ett helhetsansvar vilket innebär teknik, drift, underhåll, utveckling, support och kundkonfiguration.

Procedure identifier: 3476a322-aefb-4cee-bca6-2c775bd6c4c7

Internal identifier: 2026010002

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): 64200000 Telecommunications services

Additional classification (cpv): 32000000 Radio, television, communication, telecommunication and related equipment

##### 2.1.2. Place of performance

Country: Sweden

Anywhere in the given country

##### 2.1.3. Value

Estimated value excluding VAT: 124 000 000,00 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: Upphandling av kontaktcenter med tillhörande tjänster för 1177

Description: Denna upphandling omfattar kontaktcenter med tillhörande tjänster för 1177.

Inera avser att teckna avtal med en leverantör för tillhandahållande av tjänsten. Tjänsten ska levereras som en SaaS tjänst där leverantören har ett helhetsansvar vilket innebär teknik, drift, underhåll, utveckling, support och kundkonfiguration.

Internal identifier: 2026010002

#### 5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 64200000 Telecommunications services

Additional classification (cpv): 32000000 Radio, television, communication, telecommunication and related equipment

#### 5.1.2. Place of performance

Country: Sweden

Anywhere in the given country

#### 5.1.3. Estimated duration

Duration: 10 Years

#### 5.1.5. Value

Estimated value excluding VAT: 124 000 000,00 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: Uppförandekod i enlighet med Ansökningsinbjudan

Social objective promoted: Other

#### 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: 5

The procedure will take place in successive stages. At each stage, some participants may be eliminated

The buyer reserves the right to award the contract on the basis of the initial tenders without any further negotiations

#### 5.1.11. Procurement documents

Address of the procurement documents: <https://tendsign.com/doc.aspx?MeFormsNoticeld=81495>

#### 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?MeFormsNoticeld=81495&GoTo=Tender)

[MeFormsNoticeld=81495&GoTo=Tender](https://tendsign.com/doc.aspx?MeFormsNoticeld=81495&GoTo=Tender)

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

Electronic catalogue: Allowed

Deadline for receipt of requests to participate: 22/02/2026 22:59:59 (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:**

No framework agreement

**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: Under mars 2026

Organisation providing more information on the review procedures: Förvaltningsrätten

## 8. Organisations

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**8.1. ORG-0001**

Official name: Inera AB

Registration number: 5565594230

Department: Inköpssektionen

Town: STOCKHOLM

Postcode: 11882

Country subdivision (NUTS): Stockholms län (SE110)

Country: Sweden

Contact point: Cen Chen

Email: [Cen.Chen@inera.se](mailto:Cen.Chen@inera.se)

Telephone: 08-4527160

Internet address: <http://inera.se>

**Roles of this organisation:**

Buyer

**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](mailto: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

**Notice information**

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Notice identifier/version: a6f1261c-b430-4ded-a413-ae7867577bf0 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

Notice dispatch date: 21/01/2026 08:26:48 (UTC+00:00) Western European Time, GMT

Notice dispatch date (eSender): 21/01/2026 08:27:03 (UTC+00:00) Western European Time, GMT

Languages in which this notice is officially available: Swedish

Notice publication number: 49538-2026

OJ S issue number: 15/2026

Publication date: 22/01/2026