

581180-2026 - Competition

**Sweden – IT services: consulting, software development, Internet and support –
Ärendehanteringssystem Klippan
OJ S 161/2026 21/08/2026
Contract or concession notice – standard regime
Services**

1. Buyer

1.1. Buyer

Official name: ettUpphandling

Email: kommun@klippan.se

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: General public services

1.1. Buyer

Official name: Klippans kommun

Email: ettupphandling@klippan.se

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Ärendehanteringssystem Klippan

Description: Upphandlingen omfattar ett ärendehanteringssystem, e-tjänsteplattform och en kontaktcenterfunktion till Kundtjänst samt andra berörda verksamheter t.ex.

socialförvaltningen, HR. Systemet ska innefatta funktionen telefonistappliktion mot samtliga kommuners befintliga telefonväxel, för närvarande Mitel MX-One. Växeln delas mellan sex (6) samarbetande kommuner.

Procedure identifier: e4ea19cc-5a9a-4900-bf6f-c04c2197a96c

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

2.1.2. Place of performance

Country subdivision (NUTS): Skåne län (SE224)

Country: Sweden

2.1.3. Value

Estimated value excluding VAT: 10 000 000,00 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: Ärendehanteringssystem Klippan

Description: Upphandlingen omfattar ett ärendehanteringssystem, e-tjänsteplattform och en kontaktcenterfunktion till Kundtjänst samt andra berörda verksamheter t.ex. socialförvaltningen, HR. Systemet ska innefatta funktionen telefonistappliktion mot samtliga kommuners befintliga telefonväxel, för närvarande Mitel MX-One. Växeln delas mellan sex (6) samarbetande kommuner.

Internal identifier: urn:eavrop:mdn:ProcurementProject:129628:Lot: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): 64200000 Telecommunications services

5.1.2. Place of performance

Country subdivision (NUTS): Skåne län (SE224)

Country: Sweden

5.1.3. Estimated duration

Start date: 01/02/2027

Duration end date: 31/01/2033

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

Green Procurement Criteria: No Green Public Procurement criteria

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/klippans/e-Upphandling/NoticeLink.aspx?id=128618>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Allowed

Address for submission: <https://www.e-avrop.com/klippans/e-Upphandling/NoticeLink.aspx?id=128618>

Languages in which tenders or requests to participate may be submitted: Swedish
Electronic catalogue: Not allowed
Deadline for receipt of tenders: 25/09/2026 00:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time
Duration during which the tender must remain valid: 3 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: no
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 Malmö

Organisation providing additional information about the procurement procedure:
ettUpphandling

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

8. Organisations

8.1. ORG-0001

Official name: ettUpphandling
Registration number: 212000-0928
Postal address: Trädgårdsgatan 12
Town: Klippan
Postcode: 264 38
Country subdivision (NUTS): Skåne län (SE224)
Country: Sweden
Email: kommun@klippan.se
Telephone: 0435-280 00

Roles of this organisation:

Buyer
Group leader
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: Klippans kommun

Registration number: 212000-0928

Postal address: Trädgårdsgatan 12

Town: Klippan

Postcode: 26480

Country subdivision (NUTS): Skåne län (SE224)

Country: Sweden

Email: ettupphandling@klippan.se

Telephone: 043528900

Roles of this organisation:

Buyer

8.1. ORG-0004

Official name: Förvaltningsrätten i Malmö

Registration number: 202100-2742

Postal address: Box 4522

Town: Malmö

Postcode: 203 20

Country subdivision (NUTS): Skåne län (SE224)

Country: Sweden

Email: forvaltningsrattenimalmo@dom.se

Telephone: +46 40-35 35 00

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

Roles of this organisation:

Review organisation

Organisation providing more information on the review procedures

Notice information

Notice identifier/version: 45c5d127-48a9-4284-8f1f-0cb1d7ac4e1f - 01

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