

66064-2026 - Competition

Sweden – Helpdesk services – Service Desk

OJ S 20/2026 29/01/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Solna stad

Email: hanna.sandstrom@solna.se

Legal type of the buyer: Regional authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Service Desk

Description: Annonsering med två steg. Grundutförande med mervärdesmodellen, ändras vid behov nedan.

Procedure identifier: 6a42ea33-7229-44bb-925d-bcc18cc1b6cd

Internal identifier: KS/2025:325

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): 72253100 Helpdesk services

Additional classification (cpv): 72000000 IT services: consulting, software development, Internet and support, 72222300 Information technology services

2.1.2. Place of performance

Postal address: Stadshusgången 2

Town: Solna

Postcode: 17186

Country subdivision (NUTS): Stockholms län (SE110)

Country: Sweden

2.1.3. Value

Estimated value excluding VAT: 38 800 000,00 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-0000

Title: Service Desk

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Postal address: Stadshusgången 2

Town: Solna

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Country subdivision (NUTS): Stockholms län (SE110)

Country: Sweden

5.1.3. Estimated duration

Duration: 2 Years

5.1.4. Renewal

Maximum renewals: 2

Other information about renewals: Beställaren har rätt att förlänga kontraktet med två perioder om 1 år vardera.

5.1.5. Value

Estimated value excluding VAT: 38 800 000,00 SEK

5.1.6. General information

Reserved participation:

Participation is not reserved.

The names and professional qualifications of the staff assigned to perform the contract must be given: Not yet known

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: Reduction of environmental impacts

Description: Se upphandlingsdokument

Approach to reducing environmental impacts: Other

Green Procurement Criteria: Other Green Public Procurement criteria

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

Deadline for requesting additional information: 19/02/2026 23:00:00 (UTC+00:00) Western European Time, GMT

Address of the procurement documents: <https://tendsign.com/doc.aspx?MeFormsNoticeld=82086>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://tendsign.com/doc.aspx?MeFormsNoticeld=82086&GoTo=Tender>

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

Electronic catalogue: Allowed

Deadline for receipt of requests to participate: 02/03/2026 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

Financial arrangement: Se upphandlingsdokument.

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: Se upphandlingsdokument.

Organisation providing more information on the review procedures: Förvaltningsrätten

8. Organisations

8.1. ORG-0001

Official name: Solna stad

Registration number: 2120000183

Department: Upphandling

Postal address: Stadshusgången 2

Town: SOLNA

Postcode: 17186

Country subdivision (NUTS): Stockholms län (SE110)

Country: Sweden

Contact point: Hanna Sandström

Email: hanna.sandstrom@solna.se

Telephone: 08-746 10 00

Internet address: <http://www.solna.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

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

Notice identifier/version: 824a50af-1967-4ef2-beba-a5a5aa36ddab - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

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