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
Description: Annonsering med två steg. Grundutförande med mervärdesmodellen, ändras vid behov nedan.
Internal identifier: KS/2025:325

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Main nature of the contract: Services
Main classification (cpv): 72253100 Helpdesk services
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5.1.2. Place of performance

Postal address: Stadshusgången 2
Town: Solna
Postcode: 17186
Country subdivision (NUTS): Stockholms län (SE110)
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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?MeFormsNoticeId=82086

5.1.12. Terms of procurement

Terms of submission:
Electronic submission: Required
Address for submission: https://tendsign.com/doc.aspx?MeFormsNoticeId=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
Notice subtype: 16
Notice dispatch date: 27/01/2026 18:51:33 (UTC+00:00) Western European Time, GMT
Notice dispatch date (eSender): 27/01/2026 18:51:44 (UTC+00:00) Western European Time, GMT
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