

441409-2026 - Competition

Sweden – Call centre – Extern Kundtjänst

OJ S 121/2026 26/06/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: MKB Fastighets Aktiebolag

Email: oliver@ecenea.se

Legal type of the buyer: Public undertaking, controlled by a regional authority

Activity of the contracting authority: Housing and community amenities

2. Procedure

2.1. Procedure

Title: Extern Kundtjänst

Description: Upphandlingen avser att täcka MKB Fastighets ABs (MKB) behov av extern kundtjänst. MKB kommer att ha behov av en (1) leverantör som bistår MKBs ordinarie personal inom kundtjänst med att ta emot inkomna samtal till kundtjänst, vägleda MKBs kunder, svara på allmänna frågor gällande bostadskö och parkering, hantera serviceärenden och felanmälningar.

Procedure identifier: 39665331-07a8-4fca-8151-756bd7104c63

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79512000 Call centre

Additional classification (cpv): 79000000 Business services: law, marketing, consulting, recruitment, printing and security, 79510000 Telephone-answering services

2.1.2. Place of performance

Country subdivision (NUTS): Skåne län (SE224)

Country: Sweden

Additional information: -

2.1.3. Value

Estimated value excluding VAT: 17 000 000,00 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: Extern Kundtjänst

Description: Upphandlingen avser att täcka MKB Fastighets ABs (MKB) behov av extern kundtjänst. MKB kommer att ha behov av en (1) leverantör som bistår MKBs ordinarie personal inom kundtjänst med att ta emot inkomna samtal till kundtjänst, vägleda MKBs kunder, svara på allmänna frågor gällande bostadskö och parkering, hantera serviceärenden och felanmälningar.

Internal identifier: Extern Kundtjänst

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79512000 Call centre

Additional classification (cpv): 79000000 Business services: law, marketing, consulting, recruitment, printing and security, 79510000 Telephone-answering services

5.1.2. Place of performance

Country subdivision (NUTS): Skåne län (SE224)

Country: Sweden

Additional information: -

5.1.3. Estimated duration

Start date: 01/12/2026

Duration end date: 30/11/2027

5.1.5. Value

Estimated value excluding VAT: 17 000 000,00 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): yes

5.1.7. Strategic procurement

Aim of strategic procurement: No strategic procurement

5.1.9. Selection criteria

Sources of selection criteria: Procurement Document

5.1.10. Award criteria

Criterion:

Type: Quality

5.1.11. Procurement documents

Address of the procurement documents: <https://www.kommersannons.se/elite/Notice/NoticeDispatch.aspx?NoticeId=94824>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://www.kommersannons.se/elite/Notice/NoticeDispatch.aspx?NoticeId=94824>

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

Electronic catalogue: Not allowed

Deadline for receipt of tenders: 14/08/2026 23:59:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 184 Days

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

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Review organisation: Förvaltningsrätten i Malmö

Information about review deadlines: Se upphandlingsdokumenten

Organisation providing additional information about the procurement procedure: MKB

Fastighets Aktiebolag

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

8. Organisations

8.1. ORG-0001

Official name: MKB Fastighets Aktiebolag

Registration number: 556049-1432

Postal address: Box 504 05

Town: Malmö

Postcode: 202 14

Country subdivision (NUTS): Skåne län (SE224)

Country: Sweden

Contact point: Oliver Demm

Email: oliver@ecenea.se

Telephone: 0722176764

Internet address: <https://www.mkbfastighet.se/>

Buyer profile: <https://www.mkbfastighet.se/>

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

8.1. ORG-0002

Official name: Förvaltningsrätten i Malmö

Registration number: 202100-2742

Postal address: Kalendegatan 6

Town: Malmö

Postcode: 21135

Country subdivision (NUTS): Skåne län (SE224)

Country: Sweden

Email: forvaltningsrattenimalmo@dom.se

Telephone: +46 40353500

Roles of this organisation:

Review organisation

Organisation providing more information on the review procedures

Notice information

Notice identifier/version: b743f316-e6d2-4ef2-8781-f102ae60466d - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

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