

558239-2026 - Competition

Sweden – Survey services – NKI undersökningar

OJ S 154/2026 12/08/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: AB Ängelholmshem

Email: info@angelholmshem.se

Legal type of the buyer: Body governed by public law, controlled by a local authority

Activity of the contracting authority: Housing and community amenities

2. Procedure

2.1. Procedure

Title: NKI undersökningar

Description: Avtal avseende kundundersökningar som följer hela kundresan och hyresgästerna olika kontaktytor med bolaget. Kundundersökningar skickas ut löpande och mäts/redovisas i realtid. Leverantören ska hjälpa bolaget att kartlägga våra behov, föreslå arbetssätt, genomföra undersökningar, bistå med digitala analysverktyg/utbildning och inneha fast API för att kunna mäta våra processer. Avtalet innefattar även digitalt stöd och analysverktyg.

Procedure identifier: cbbcf865-f507-4a75-b548-15f43fef3c2d

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79311000 Survey services

2.1.2. Place of performance

Country subdivision (NUTS): Skåne län (SE224)

Country: Sweden

2.1.3. Value

Estimated value excluding VAT: 2 400 000,00 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: NKI undersökningar

Description: Avtal avseende kundundersökningar som följer hela kundresan och hyresgästerna olika kontaktytor med bolaget. Kundundersökningar skickas ut löpande och mäts/redovisas i realtid. Leverantören ska hjälpa bolaget att kartlägga våra behov, föreslå arbetssätt, genomföra undersökningar, bistå med digitala analysverktyg/utbildning och inneha fast API för att kunna mäta våra processer. Avtalet innefattar även digitalt stöd och analysverktyg.

Internal identifier: urn:eavrop:mdn:ProcurementProject:118767:Lot:1

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79311000 Survey services

5.1.2. Place of performance

Country subdivision (NUTS): Skåne län (SE224)

Country: Sweden

5.1.3. Estimated duration

Other duration: Unknown

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): no

5.1.7. Strategic procurement

Aim of strategic procurement: No strategic procurement

5.1.9. Selection criteria

Sources of selection criteria: Procurement Document

5.1.11. Procurement documents

Address of the procurement documents: <https://www.e-avrop.com/angelholmshem/e-Upphandling/NoticeLink.aspx?id=117758>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Allowed

Address for submission: <https://www.e-avrop.com/angelholmshem/e-Upphandling/NoticeLink.aspx?id=117758>

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

Electronic catalogue: Not allowed

Deadline for receipt of tenders: 11/09/2026 00:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 6 Months

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: Not yet known

Electronic invoicing: Required

Electronic ordering will be used: no

Electronic payment will be used: yes

5.1.15. Techniques

Framework agreement:

Framework agreement, partly without reopening and partly with 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

Organisation providing additional information about the procurement procedure: AB

Ängelholmskem

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

8. Organisations

8.1. ORG-0001

Official name: AB Ängelholmskem

Registration number: 556054-7555

Postal address: Box 1111

Town: Ängelholm

Postcode: 26222

Country subdivision (NUTS): Skåne län (SE224)

Country: Sweden

Email: info@angelholmshem.se

Telephone: 043466000

Roles of this organisation:

Buyer

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: 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: cfcf833d-a150-4b08-bbb9-32f27f61bc5a - 01

Form type: Competition

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