

583320-2026 - Competition

Sweden – Customer survey services – Kundundersökningar

OJ S 162/2026 24/08/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Eskilstuna Strängnäs Energi och Miljö Aktiebolag

Email: Edvin.Antsvee@esem.se

Legal type of the buyer: Regional authority

Activity of the contracting authority: General public services

Activity of the contracting entity: Electricity-related activities

2. Procedure

2.1. Procedure

Title: Kundundersökningar

Description: Upphandlingen avser ett ramavtal för kundundersökningar till kunder hos EEM och SEVAB (ESEM). Syftet är att samla in, analysera och rapportera kundfeedback för att ge underlag till utveckling av tjänster, produkter och kundupplevelse. Upphandlingen omfattar endast kundundersökningar och inte interna medarbetarundersökningar.

Procedure identifier: fc5a0c49-940a-4752-9579-8db8a42b4b4d

Internal identifier: UH 26-13

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79342310 Customer survey services

2.1.2. Place of performance

Country subdivision (NUTS): Södermanlands län (SE122)

Country: Sweden

2.1.3. Value

Estimated value excluding VAT: 5 300 000,00 SEK

2.1.4. General information

Legal basis:

Directive 2014/25/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Procurement Document

5. Lot

5.1. Lot: LOT-0000

Title: Kundundersökningar

Description: Upphandlingen avser ett ramavtal för kundundersökningar till kunder hos EEM och SEVAB (ESEM). Syftet är att samla in, analysera och rapportera kundfeedback för att ge underlag till utveckling av tjänster, produkter och kundupplevelse. Upphandlingen omfattar endast kundundersökningar och inte interna medarbetarundersökningar.
Internal identifier: UH 26-13

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79342310 Customer survey services

5.1.2. Place of performance

Country subdivision (NUTS): Södermanlands län (SE122)

Country: Sweden

5.1.3. Estimated duration

Start date: 01/01/2027

Duration end date: 31/12/2028

5.1.4. Renewal

Maximum renewals: 6

Other information about renewals: Förlängning är 12 månader

5.1.5. Value

Estimated value excluding VAT: 5 300 000,00 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): 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

Deadline for requesting additional information: 15/09/2026 22:00:00 (UTC+00:00) Western European Time, GMT

Address of the procurement documents: <https://tendsign.com/doc.aspx?MeFormsNoticId=97983>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://tendsign.com/doc.aspx?MeFormsNoticId=97983&GoTo=Tender>

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

Electronic catalogue: Allowed

Description of the financial guarantee: Se upphandlingsdokument.

Deadline for receipt of tenders: 29/09/2026 21:59:59 (UTC+00:00) Western European Time, GMT

Duration during which the tender must remain valid: 89 Days

Information about public opening:

Opening date: 29/09/2026 22:00:00 (UTC+00:00) Western European Time, GMT

Place: Eskilstuna

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: No

Conditions relating to the performance of the contract: Se upphandlingsdokument.

A non-disclosure agreement is required: 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:**

Framework agreement, without reopening of competition

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 additional information about the procurement procedure: Eskilstuna Strängnäs Energi och Miljö Aktiebolag

8. Organisations

8.1. ORG-0001

Official name: Eskilstuna Strängnäs Energi och Miljö Aktiebolag

Registration number: 5569357501

Department: Inköpsavdelningen

Postal address: Kungsgatan 86

Town: ESKILSTUNA

Postcode: 63186

Country subdivision (NUTS): Södermanlands län (SE122)

Country: Sweden

Contact point: Edvin Antsvee

Email: Edvin.Antsvee@esem.se

Telephone: 016-106000

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

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

8.1. ORG-0002

Official name: Förvaltningsrätten

Registration number: 202100-2742

Postal address: Box 406

Town: Linköping

Postcode: 581 04

Country subdivision (NUTS): Östergötlands län (SE123)

Country: Sweden

Email: forvaltningsratten@linkoping.dom.se

Telephone: 013-25 11 00

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

Roles of this organisation:

Review organisation

Notice information

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