

**Finland-Government: Internet service providers ISP**  
**OJ S 17/2023 24/01/2023**  
**Contract notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: Ministry for Foreign Affairs of Finland

National registration number: 0245973-9

Postal address: PO Box 176

Town: Government

NUTS code: FI Suomi / Finland

Postal code: 00023

Country: Finland

Contact person: Sanna Silventoinen

E-mail: [sanna.silventoinen@formin.fi](mailto:sanna.silventoinen@formin.fi)

**Internet address(es):**

Main address: <https://um.fi/>

**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://tarjouspalvelu.fi/ulkoministerio?id=430587&tpk=8bd82961-36bc-4a9a-b136-6fe6d6f21cbf>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://tarjouspalvelu.fi/ulkoministerio?id=430587&tpk=8bd82961-36bc-4a9a-b136-6fe6d6f21cbf>

**I.4. Type of the contracting authority**

Ministry or any other national or federal authority, including their regional or local subdivisions

**I.5. Main activity**

General public services

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**Section II: Object**

**II.1. Scope of the procurement**

**II.1.1. Title**

Social media management, analytics and listening platform - Ministry for Foreign Affairs of Finland

**II.1.2. Main CPV code**

72411000 Internet service providers ISP

**II.1.3. Type of contract**

Services

#### **II.1.4. Short description**

The Ministry is procuring a social media management, analytics and listening platform. This means a web-based social media tool, which allows:

- the management of several social media profiles simultaneously with a single login,
- the distribution of user-specific social media channel management rights internally and to external partners in a secure and controlled manner,
- the implementation of a social media content calendar,
- the approval of content to the workflow process,
- making ready-made social media content available internally for distribution to other users and for their reuse,
- the effective management of crisis communications, i.e. posting the same message to all accounts on the platform in a controlled and rapid manner;
- monitoring the performance of one's own social media communications based on the analytics obtained from social media services and the creation of customised dashboards to be shared with others,
- following and listening to public debate on social media; and
- benchmarking.

Tenderer shall give the tender with a fixed price of EUR 50,000 (VAT 0%,) / year. The contract shall be valid indefinitely. In the invitation to tender price is requested to be given only for the option parts. Grounds for price increases: Under the terms and conditions for public IT procurements (JIT), a price increase can be proposed in 2024 to enter into force in 2025. After this, price increases can be proposed once a year.

#### **II.1.5. Estimated total value**

Value excluding VAT: 200 000,00 EUR

#### **II.1.6. Information about lots**

This contract is divided into lots: no

### **II.2. Description**

#### **II.2.2. Additional CPV code(s)**

48500000 Communication and multimedia software package

#### **II.2.3. Place of performance**

NUTS code: FI Suomi / Finland

#### **II.2.4. Description of the procurement**

It must be possible to customise the management platform flexibly to the client's needs and provide opportunities for utilising the service, for example through APIs.

The scope of the service:

- Access rights for 115 users.
- It must be possible to connect a total of 270 social media accounts to the platform.
- It must be possible to limit access rights (e.g. administrator, content provider, etc.) according to a person's job title and it must be possible to form teams.
- The number of accounts and access rights may change during the contract period (see option section).

#### **II.2.5. Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.6. Estimated value**

**II.2.7. Duration of the contract, framework agreement or dynamic purchasing system**

Start: 14/04/2023

This contract is subject to renewal: no

**II.2.10. Information about variants**

Variants will be accepted: no

**II.2.11. Information about options**

Options: yes

Description of options:

Option is an additional user licence.

(price per user, if total number exceeds 115 but is below 150)

(price per user, if total number is 150 but below 250)

Option is also in question, in case the Client requires additional work, tenderer shall provide price per expert hour.

**II.2.13. Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds:  
no

**II.2.14. Additional information**

**Section IV: Procedure**

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**IV.1. Description**

**IV.1.1. Type of procedure**

Open procedure

**IV.1.3. Information about a framework agreement or a dynamic purchasing system**

**IV.1.8. Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: no

**IV.2. Administrative information**

**IV.2.2. Time limit for receipt of tenders or requests to participate**

Date: 31/03/2023 Local time: 12:00

**IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates**

**IV.2.4. Languages in which tenders or requests to participate may be submitted**

English

**IV.2.6. Minimum time frame during which the tenderer must maintain the tender**

Tender must be valid until: 15/06/2023

**IV.2.7. Conditions for opening of tenders**

Date: 31/03/2023 Local time: 13:00

Information about authorised persons and opening procedure: Opening of the tenders is not a public event. It shall be carried out by the personnel of the Ministry for Foreign Affairs of Finland.

## Section VI: Complementary information

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### VI.1. Information about recurrence

This is a recurrent procurement: no

### VI.2. Information about electronic workflows

Electronic invoicing will be accepted

Electronic payment will be used

### VI.3. Additional information

This notice has links and/or attachments listed in <https://www.hankintailmoitukset.fi/en/public/procurement/81254/notice/117930>

### VI.4. Procedures for review

#### VI.4.1. Review body

Official name: Markkinaoikeus

Postal address: Sörnäistenkatu 1

Town: Helsinki

Postal code: 00580

Country: Finland

E-mail: [markkinaoikeus@oikeus.fi](mailto:markkinaoikeus@oikeus.fi)

Telephone: +358 295643300

Internet address: <http://www.oikeus.fi/markkinaoikeus>

### VI.5. Date of dispatch of this notice

19/01/2023