

Finland-Helsinki: IT services: consulting, software development, Internet and support

OJ S 58/2023 22/03/2023

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: DigiFinland Oy

National registration number: 2859355-7

Postal address: Toinen Linja 14

Town: Helsinki

NUTS code: FI1B1 Helsinki-Uusimaa

Postal code: 00530

Country: Finland

E-mail: hankinnat@digifinland.fi**Internet address(es):**Main address: <http://digifinland.fi>**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://tarjouspalvelu.fi/hanki?id=428652&tpk=2ac13605-065d-4cd6-9adf-e6f6023582ab>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://tarjouspalvelu.fi/hanki?id=428652&tpk=2ac13605-065d-4cd6-9adf-e6f6023582ab>**I.4. Type of the contracting authority**

Other type: Erityistehtäväyhtiö

I.5. Main activity

Other activity: Julkisen hallinnon ICT-palvelut

Section II: Object

II.1. Scope of the procurement**II.1.1. Title**

Chat- ja videovastaanottoratkaisu

Reference number: D/121/2022

II.1.2. Main CPV code

72000000 IT services: consulting, software development, Internet and support

II.1.3. Type of contract

Services

II.1.4. Short description

DigiFinland Oy pyytää tarjouksia chat- ja videovastaanottoratkaisusta tämän tarjouspyynnön ja sen liitteiden määritysten mukaisesti.

II.1.5. Estimated total value

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

48000000 Software package and information systems, 72400000 Internet services, 72253100 Helpdesk services

II.2.3. Place of performance

NUTS code: FI1B Helsinki-Uusimaa

II.2.4. Description of the procurement

Hankinnan kohde on kuvattu tarjouspyynnön liitteellä 01 Hankinnan kohteen kuvaus sekä muilla tarjouspyynnön liiteasiakirjoilla.

II.2.5. Award criteria

Criteria below

Quality criterion - Name: Pisteytettävät referenssit / Weighting: 20

Price - Weighting: 80

II.2.6. Estimated value

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

Start: 01/05/2023

This contract is subject to renewal: yes

Description of renewals:

Sopimus solmitaan toistaiseksi voimassaolevana.

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: yes

Description of options:

Ensimmäisenä chat- ja videovastaanottopalvelu otetaan käyttöön osaksi uudistettavaa

Päivystysapu palvelua <https://116117.fi> -sivustolla.

DigiFinland voi ottaa käyttöön chat- ja videovastaanottopalvelun myös osaksi muita palveluitaan solmittavan hankintasopimuksen perusteella. Kyseessä on lisähankintamahdollisuus, joka ei velvoita tilaajaa. Palvelun käyttöönotosta muissa DigiFinlandin palveluissa tehdään sopimuskaudella erilliset kirjalliset tilaukset.

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 III: Legal, economic, financial and technical information

III.1. Conditions for participation

III.1.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions:

Vaatimukset hankintaa koskevissa asiakirjoissa määritetyn mukaisesti

III.1.2. Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3. Technical and professional ability

Selection criteria as stated in the procurement documents

Section IV: Procedure

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: yes

IV.2. Administrative information

IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2022/S 225-649020](#)

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

Date: 11/04/2023 Local time: 11:00

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

Finnish

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

Duration in months: 6 (from the date stated for receipt of tender)

IV.2.7. Conditions for opening of tenders

Date: 11/04/2023 Local time: 11:05

Section VI: Complementary information

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

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

Telephone: +358 295643300

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

VI.5. Date of dispatch of this notice

17/03/2023