

172406-2026 - Result

**Finland – IT services: consulting, software development, Internet and support –
Kontaktienhallintajärjestelmän hankinta (SaaS)
OJ S 50/2026 12/03/2026
Contract or concession award notice – standard regime
Services - Supplies**

1. Buyer

1.1. Buyer

Official name: Pirkanmaan Jätehuolto Oy

Email: kilpailutus@hansel.fi

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: Kontaktienhallintajärjestelmän hankinta (SaaS)

Description: Hankinnan kohteena oli Pirkanmaan Jätehuolto Oy:n (myöhemmin "PJhoy") kontaktienhallintajärjestelmä SaaS-ratkaisuna tarjouspyynnössä ja sen liitteissä määritellyn mukaisesti.

Procedure identifier: 785f9fee-13cb-46d8-8fa7-ef1c9b749e55

Previous notice: 8abf9472-2061-45bb-b94a-e60c8914c2fc-01

Internal identifier: 572296

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Additional nature of the contract: Supplies

Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support

Additional classification (cpv): 48000000 Software package and information systems, 48512000 Interactive voice response software package, 72200000 Software programming and consultancy services, 72212000 Programming services of application software, 72212512 Interactive voice response software development services, 72220000 Systems and technical consultancy services, 72227000 Software integration consultancy services, 72250000 System and support services, 72260000 Software-related services

2.1.2. Place of performance

Anywhere in the European Economic Area

Additional information: Ks. tarjouspyyntöasiakirjat.

2.1.4. General information

Legal basis:

Directive 2014/24/EU

5. Lot

5.1. Lot: LOT-0000

Title: Kontaktienhallintajärjestelmän hankinta (SaaS)

Description: Hankinnan kohteena oli Pirkanmaan Jätehuolto Oy:n (myöhemmin "PJhoy") kontaktienhallintajärjestelmä SaaS-ratkaisuna tarjouspyynnössä ja sen liitteissä määritellyn mukaisesti.

Internal identifier: 572296

5.1.1. Purpose

Main nature of the contract: Services

Additional nature of the contract: Supplies

Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support

Additional classification (cpv): 48000000 Software package and information systems, 48512000 Interactive voice response software package, 72200000 Software programming and consultancy services, 72212000 Programming services of application software, 72212512 Interactive voice response software development services, 72220000 Systems and technical consultancy services, 72227000 Software integration consultancy services, 72250000 System and support services, 72260000 Software-related services

Options:

Description of the options: Ks. tarjouspyyntöasiakirjat.

5.1.2. Place of performance

Anywhere in the European Economic Area

Additional information: Ks. tarjouspyyntöasiakirjat.

5.1.3. Estimated duration

Start date: 20/04/2026

Other duration: Unlimited

5.1.6. General information

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): yes

5.1.10. Award criteria

Criterion:

Type: Price

Name: Kokonaisvertailuhinta

Description: Ks. tarjousten vertailu, tarjouspyynnön kohta "Päätöksenteon perusteet".

Category of award weight criterion: Weight (points, exact)

Award criterion number: 40

Criterion:

Type: Quality

Name: Pisteytettävät vaatimukset ja asiantuntijoiden osaaminen ja kokemus

Description: Ks. tarjousten vertailu, tarjouspyynnön kohta "Päätöksenteon perusteet".

Category of award weight criterion: Weight (points, exact)

Award criterion number: 60

5.1.15. Techniques

Framework agreement:

No framework agreement

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Review organisation: Markkinaoikeus

Information about review deadlines: Muutoksenhakumenettelyjen määräajoista lisätietoja tarjoava organisaatio: Hansel Oy

6. Results

6.1. Result lot identifier: LOT-0000

Winner selection status: No winner was chosen and the competition is closed.

The reason why a winner was not chosen: Decision of the buyer, not following a tenderer's request to review the award, because of technical or procedural errors

6.1.4. Statistical information

Received tenders or requests to participate:

Type of received submissions: Tenders

Number of tenders or requests to participate received: 0

8. Organisations

8.1. ORG-0001

Official name: Markkinaoikeus

Registration number: 3006157-6

Postal address: Radanrakentajantie 5

Town: Helsinki

Postcode: 00520

Country subdivision (NUTS): Helsinki-Uusimaa (FI1B1)

Country: Finland

Email: markkinaoikeus@oikeus.fi

Telephone: +358 295643300

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

Roles of this organisation:

Review organisation

8.1. ORG-0002

Official name: Pirkanmaan Jätehuolto Oy

Registration number: 0968008-1

Town: Tampere

Postcode: 33100

Country subdivision (NUTS): Pirkanmaa (FI19B)

Country: Finland

Contact point: Hansel Oy

Email: kilpailutus@hansel.fi

Telephone: +358 294444300

Internet address: <https://pjhoy.fi/>

Roles of this organisation:

Buyer

8.1. ORG-0003

Official name: Hansel Oy (Hilma)

Registration number: FI09880841
Postal address: Mannerheiminaukio 1a
Town: Helsinki
Postcode: 00100
Country subdivision (NUTS): Helsinki-Uusimaa (F11B1)
Country: Finland
Contact point: eSender
Email: tekninen@hankintailmoitukset.fi
Telephone: 029 55 636 30
Internet address: <http://hankintailmoitukset.fi>

Roles of this organisation:

TED eSender

Notice information

Notice identifier/version: 0c85439c-ce39-42b8-9f43-660f5812c294 - 01
Form type: Result
Notice type: Contract or concession award notice – standard regime
Notice subtype: 29
Notice dispatch date: 11/03/2026 10:12:58 (UTC+00:00) Western European Time, GMT
Notice dispatch date (eSender): 11/03/2026 10:13:10 (UTC+00:00) Western European Time, GMT
Languages in which this notice is officially available: Finnish
Notice publication number: 172406-2026
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Publication date: 12/03/2026