

292475-2026 - Competition

Finland – Customer services – Ulkoistettu asiakaspalvelukumppani, Jätekukko Oy

OJ S 83/2026 29/04/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Sansia Oy

Email: outi.jalkala@sansia.fi

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: General public services

1.1. Buyer

Official name: Jätekukko Oy

Email: asiakaspalvelu@jatekukko.fi

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: Housing and community amenities

2. Procedure

2.1. Procedure

Title: Ulkoistettu asiakaspalvelukumppani, Jätekukko Oy

Description: Hankinnan kohteena on ulkoistettu asiakaspalvelukumppani Jätekukon oman asiakaspalvelun tueksi. Hankinnan kohteen kuvaus on esitetty tarjouspyynnön liitteissä 1 Hankinnan kohteen kuvaus sekä 2 Toimintakuvaus. Sopimuskauden on arvioitu alkavan 14.9.2026. Sopimuskausi on määräaikainen kolme (3) vuotta, jonka jälkeen jatkuu toistaiseksi voimassa olevana.

Procedure identifier: af2eb012-b161-4d7b-88fd-ca87993a52ff

Internal identifier: 611238

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79342300 Customer services

Additional classification (cpv): 79512000 Call centre

2.1.2. Place of performance

Anywhere in the European Economic Area

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: European Single Procurement Document (ESPD)

5. Lot

5.1. Lot: LOT-0000

Title: Ulkoistettu asiakaspalvelukumppani, Jätekukko Oy

Description: Hankinnan kohteena on ulkoistettu asiakaspalvelukumppani Jätekukon oman asiakaspalvelun tueksi. Hankinnan kohteen kuvaus on esitetty tarjouspyynnön liitteissä 1 Hankinnan kohteen kuvaus sekä 2 Toimintakuvaus. Sopimuskauden on arvioitu alkavan 14.9.2026. Sopimuskausi on määräaikainen kolme (3) vuotta, jonka jälkeen jatkuu toistaiseksi voimassa olevana.

Internal identifier: 611238

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79342300 Customer services

Additional classification (cpv): 79512000 Call centre

5.1.2. Place of performance

Anywhere in the European Economic Area

5.1.3. Estimated duration

Other duration: Unknown

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): yes

This procurement is also suitable for small and medium-sized enterprises (SMEs): yes

5.1.9. Selection criteria

Sources of selection criteria: European Single Procurement Document (ESPD)

5.1.10. Award criteria

Criterion:

Type: Price

Name: Vertailuhinta

Description: -

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

Award criterion number: 40

Criterion:

Type: Quality

Name: -

Description: -

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

Award criterion number: 60

5.1.11. Procurement documents

Deadline for requesting additional information: 07/05/2026 09:00:00 (UTC+00:00) Western European Time, GMT

Address of the procurement documents: <https://tarjouspalvelu.fi/sansia?id=611238&tpk=85ec6373-4015-445d-a282-a4dbe67ca88d>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://tarjouspalvelu.fi/sansia?id=611238&tpk=85ec6373-4015-445d-a282-a4dbe67ca88d>

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

Electronic catalogue: Not allowed

Variants: Not allowed

Tenderers may submit more than one tender: Not allowed

Deadline for receipt of tenders: 28/05/2026 09:00:00 (UTC+00:00) Western European Time, GMT

Duration during which the tender must remain valid: 6 Months

Information about public opening:

Opening date: 28/05/2026 09:05:00 (UTC+00:00) Western European Time, GMT

Place: Hankintayksikkö varaa oikeuden avata tarjoukset myös muuna ajankohtana tarjousten vastaanottamisen määräajan jälkeen. Avaustilaisuus ei ole julkinen.

Terms of contract:

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

Electronic invoicing: Required

Electronic ordering will be used: yes

Electronic payment will be used: yes

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: Muutoksenhakumenettelyn määräaikoja koskevat tarkat tiedot ilmoitetaan hankintapäätöksessä.

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 (F11B1)

Country: Finland

Email: markkinaoikeus@oikeus.fi

Telephone: +358 295643300

Internet address: <https://www.markkinaoikeus.fi>

Roles of this organisation:

Review organisation

8.1. ORG-0002

Official name: Sansia Oy

Registration number: 2364760-8

Postal address: Puutarhakatu 6
Town: Kuopio
Postcode: 70300
Country subdivision (NUTS): Pohjois-Savo (FI1DB)
Country: Finland
Contact point: Outi Jalkala
Email: outi.jalkala@sansia.fi
Telephone: +358 444188858
Internet address: <https://www.sansia.fi>

Roles of this organisation:

Buyer
Group leader
Central purchasing body awarding public contracts or concluding framework agreements for works, supplies or services intended for other buyers

8.1. ORG-0003

Official name: Jätekukko Oy
Registration number: 1710559-7
Town: Kuopio
Postcode: 70210
Country subdivision (NUTS): Pohjois-Savo (FI1DB)
Country: Finland
Contact point: Asiakaspalvelu
Email: asiakaspalvelu@jatekukko.fi
Telephone: +358 173680152
Internet address: <http://www.jatekukko.fi>

Roles of this organisation:

Buyer

8.1. ORG-0004

Official name: Hansel Oy (Hilma)
Registration number: FI09880841
Postal address: Mannerheiminaukio 1a
Town: Helsinki
Postcode: 00100
Country subdivision (NUTS): Helsinki-Uusimaa (FI1B1)
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: 916e0187-852b-4e9a-98fe-1fa6e0b1b325 - 01
Form type: Competition
Notice type: Contract or concession notice – standard regime
Notice subtype: 16

Notice dispatch date: 28/04/2026 07:27:23 (UTC+00:00) Western European Time, GMT
Notice dispatch date (eSender): 28/04/2026 07:27:24 (UTC+00:00) Western European Time, GMT
Languages in which this notice is officially available: Finnish
Notice publication number: 292475-2026
OJ S issue number: 83/2026
Publication date: 29/04/2026