

296462-2026 - Result

Estonia – System and support services – IKT infrastruktuuri haldus- ja administreerimisteenuse hankimine

OJ S 84/2026 30/04/2026

Contract or concession award notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Eesti Rahvusraamatukogu

Email: info@rara.ee

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: Recreation, culture and religion

2. Procedure

2.1. Procedure

Title: IKT infrastruktuuri haldus- ja administreerimisteenuse hankimine

Description: Hanke objektiks on IKT infrastruktuuri haldus- ning administreerimisteenuse tellimine, samuti rakenduste käideldavuse tagamine Eesti Rahvusraamatukogu halduses olevale tarkvarale. / Kõrvaldamise alused ja kvalifitseerimistingimused: Vaata hanke alusdokumentidest

Procedure identifier: 33a5f0cd-5d7c-447d-a7d2-fa46a0e4c944

Internal identifier: 307252-0000

Type of procedure: Open

The procedure is accelerated: no

Main features of the procedure: Avatud hankemenetlus

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72250000 System and support services

Additional classification (cpv): 72260000 Software-related services

2.1.2. Place of performance

Country subdivision (NUTS): Põhja-Eesti (EE001)

Country: Estonia

Additional information: Tallinn

2.1.4. General information

Additional information: 1. Hangitav administreerimisteenus moodustab ühe terviku, mistõttu ei ole selle osadeks jaotamine (haldus- ja administreerimisteenuse eraldi tellimine) hanke eesmärki silmas pidades mõistlik. 2. Hankija jätab enesele õiguse lükata tagasi kõik pakkumused juhul, kui: 2.1. kõikide pakkumuste maksumused ületavad hankelepingu eeldatava maksumuse; 2.2. kõikide vastavaks tunnistatud pakkumuste maksumused ületavad hankelepingu eeldatava maksumuse; 2.3. hankemenetluse käigus muutuvad hanke väljakuulutamise eeldused, mis muudavad hanke realiseerimise võimatuks (hankija eelarveliste vahendite kärpimine, vms); 2.4. hankelepingu sõlmimine on muutunud võimatuks või ebaotstarbekaks hankijast sõltumatutel põhjustel.

Legal basis:

Directive 2014/24/EU

5. Lot

5.1. Lot: LOT-0000

Title: IKT infrastruktuuri haldus- ja administreerimisteenuse hankimine

Description: Hanke objektiks on IKT infrastruktuuri haldus- ning administreerimisteenuse tellimine, samuti rakenduste käideldavuse tagamine Eesti Rahvusraamatukogu halduses olevale tarkvarale. / Kõrvaldamise alused ja kvalifitseerimistingimused: Vaata hanke alusdokumentidest

Internal identifier: 307252-0000

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72250000 System and support services

Additional classification (cpv): 72260000 Software-related services

5.1.2. Place of performance

Country subdivision (NUTS): Põhja-Eesti (EE001)

Country: Estonia

Additional information: Tallinn

5.1.6. General information

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): no

Additional information: 1. Hangitav administreerimisteenus moodustab ühe terviku, mistõttu ei ole selle osadeks jaotamine (haldus- ja administreerimisteenuse eraldi tellimine) hanke eesmärki silmas pidades mõistlik. 2. Hankija jätab enesele õiguse lükata tagasi kõik pakkumused juhul, kui: 2.1. kõikide pakkumuste maksumused ületavad hankelepingu eeldatava maksumuse; 2.2. kõikide vastavaks tunnistatud pakkumuste maksumused ületavad hankelepingu eeldatava maksumuse; 2.3. hankemenetluse käigus muutuvad hanke väljakuulutamise eeldused, mis muudavad hanke realiseerimise võimatuks (hankija eelarveliste vahendite kärpimine, vms); 2.4. hankelepingu sõlmimine on muutunud võimatuks või ebaotstarbekaks hankijast sõltumatutel põhjustel.

5.1.8. Accessibility criteria

Accessibility criteria for persons with disabilities are not included because the procurement is not intended for use by natural persons

5.1.10. Award criteria**Criterion:**

Type: Price

Description: Vaata hanke alusdokumentidest

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

Award criterion number: 50

Criterion:

Type: Quality

Description: Vaata hanke alusdokumentidest

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

Award criterion number: 50

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

Mediation organisation: Riigihangete vaidlustuskomisjon

Review organisation: Riigihangete vaidlustuskomisjon

Information about review deadlines: <https://fin.ee/riigihanked-riigiabi-osalused/riigihanked/vaidlustusmenetlus>

Organisation providing additional information about the procurement procedure: Eesti Rahvusraamatukogu

6. Results

Value of all contracts awarded in this notice: 95,00 EUR

6.1. Result lot identifier: LOT-0000

Winner selection status: At least one winner was chosen.

6.1.2. Information about winners

Winner:

Leader of tendering party: Proact Estonia AS

Official name: Elisa Eesti AS

Tender:

Tender identifier: 720795

Identifier of lot or group of lots: LOT-0000

Value of the tender: 95,00 EUR

Subcontracting: No

Contract information:

Identifier of the contract: 1-11/123

Title: HANKELEPING - IKT infrastruktuuri haldus- ja administreerimisteenuse osutamine

Date of the conclusion of the contract: 29/04/2026

6.1.4. Statistical information

Received tenders or requests to participate:

Type of received submissions: Tenders

Number of tenders or requests to participate received: 1

Type of received submissions: Tenders from micro, small or medium tenderers

Number of tenders or requests to participate received: 1

Type of received submissions: Tenders submitted electronically

Number of tenders or requests to participate received: 1

8. Organisations

8.1. ORG-0001

Official name: Eesti Rahvusraamatukogu

Registration number: 74000139

Postal address: Endla tn 3 // Tõnismägi 2

Town: Tallinn

Postcode: 15189
Country subdivision (NUTS): Põhja-Eesti (EE001)
Country: Estonia
Contact point: AGO ODER
Email: info@rara.ee
Telephone: +372 56807511
Internet address: <http://www.rara.ee>
Buyer profile: <http://www.rara.ee>

Roles of this organisation:

Buyer
Organisation providing additional information about the procurement procedure

8.1. ORG-0002

Official name: Riigihangete vaidlustuskomisjon
Registration number: 1000123
Postal address: Tartu mnt 85
Town: Tallinn
Postcode: 10115
Country subdivision (NUTS): Extra-Regio NUTS 3 (EEZZZ)
Country: Estonia
Email: vako@fin.ee
Telephone: +3726113713

Roles of this organisation:

Review organisation
Mediation organisation

8.1. ORG-0003

Official name: Riigihangete register
Registration number: TED64
Postal address: Lökke tn 4
Town: Tallinn
Postcode: 10122
Country subdivision (NUTS): Extra-Regio NUTS 3 (EEZZZ)
Country: Estonia
Email: register@riigihanked.riik.ee
Telephone: +3726113693

Roles of this organisation:

TED eSender

8.1. ORG-0004

Official name: Proact Estonia AS
Size of the economic operator: Small
Registration number: 11513151
Postal address: Mäealuse tn 2/3
Town: Tallinn
Postcode: 12618
Country subdivision (NUTS): Extra-Regio NUTS 3 (EEZZZ)
Country: Estonia
Email: info@proact.ee
Telephone: +3726113693

Roles of this organisation:

Tenderer
Leader of tendering party
Winner of these lots: LOT-0000

8.1. **ORG-0005**

Official name: Elisa Eesti AS
Size of the economic operator: Large
Registration number: 10069659
Postal address: Sõpruse pst 145
Town: Tallinn
Postcode: 13425
Country subdivision (NUTS): Extra-Regio NUTS 3 (EEZZZ)
Country: Estonia
Email: itsales@elisa.ee
Telephone: +3726113693
Roles of this organisation:
Tenderer
Winner of these lots: LOT-0000

Notice information

Notice identifier/version: 7850c5c5-7ef3-4932-b977-d8fe831a06f1 - 01
Form type: Result
Notice type: Contract or concession award notice – standard regime
Notice subtype: 29
Notice dispatch date: 29/04/2026 12:39:19 (UTC+03:00) Eastern European Summer Time, İstanbul, Mayotte
Notice dispatch date (eSender): 29/04/2026 13:16:52 (UTC+03:00) Eastern European Summer Time, İstanbul, Mayotte
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