

313981-2026 - Competition

Finland – IT services: consulting, software development, Internet and support – CRM-Asiakkuudenhallintajärjestelmä
OJ S 88/2026 07/05/2026
Contract or concession notice – standard regime
Services

1. Buyer

1.1. Buyer

Official name: Vaasan kaupunki

Email: tiina.salonen@vaasa.fi

Legal type of the buyer: Local authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: CRM-Asiakkuudenhallintajärjestelmä

Description: CRM-Asiakkuudenhallintajärjestelmä Vaasan kaupungin tarpeisiin. Tarkempi kuvaus liitteessä yksi (1) hankinnan kuvaus.

Procedure identifier: eae37952-f265-40ce-84e6-6e86533ab077

Internal identifier: 610607

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

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

2.1.2. Place of performance

Anywhere in the European Economic Area

2.1.3. Value

Estimated value excluding VAT: 350 000,00 EUR

2.1.4. General information

Additional information: Sopimuksen kesto on 48 kuukautta, jonka jälkeen sopimus jatkuu toistaiseksi voimassa olevana. Hankinta sisältää mahdollisuuden tilata toimittajalta Vaasan kaupungin tulevan CRM-järjestelmän jatko- ja pienkehitystä. Mahdolliset lisähankintamahdollisuudet tarkentuvat neuvotteluvaiheessa.

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Procurement Document

5. Lot

5.1. Lot: LOT-0000

Title: CRM-Asiakkuudenhallintajärjestelmä

Description: CRM-Asiakkuudenhallintajärjestelmä Vaasan kaupungin tarpeisiin. Tarkempi kuvaus liitteessä yksi (1) hankinnan kuvaus.

Internal identifier: 610607

5.1.1. Purpose

Main nature of the contract: Services

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

5.1.2. Place of performance

Anywhere in the European Economic Area

5.1.3. Estimated duration

Start date: 01/09/2026

Duration end date: 14/05/2030

5.1.5. Value

Estimated value excluding VAT: 350 000,00 EUR

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): no

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

Additional information: Sopimuksen kesto on 48 kuukautta, jonka jälkeen sopimus jatkuu toistaiseksi voimassa olevana. Hankinta sisältää mahdollisuuden tilata toimittajalta Vaasan kaupungin tulevan CRM-järjestelmän jatko- ja pienkehitystä. Mahdolliset lisähankintamahdollisuudet tarkentuvat neuvotteluvaiheessa.

5.1.9. Selection criteria

Sources of selection criteria: Procurement Document

5.1.10. Award criteria

Criterion:

Type: Price

Name: Hinta

Description: Hinta

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

Award criterion number: 30

Criterion:

Type: Quality

Name: Laatu

Description: Laatu

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

Award criterion number: 70

5.1.11. Procurement documents

Languages in which the procurement documents are officially available: Finnish

Deadline for requesting additional information: 21/05/2026 08:00:00 (UTC+00:00) Western European Time, GMT

Address of the procurement documents: <https://tarjouspalvelu.fi/teese?id=610607&tpk=7d75cdd3-d5d5-4138-b07e-587bae70f8ef>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://tarjouspalvelu.fi/teese?id=610607&tpk=7d75cdd3-d5d5-4138-b07e-587bae70f8ef>

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

Electronic catalogue: Allowed

Variants: Not allowed

Tenderers may submit more than one tender: Not allowed

Deadline for receipt of tenders: 05/06/2026 07:00:00 (UTC+00:00) Western European Time, GMT

Duration during which the tender must remain valid: 3 Months

Information about public opening:

Opening date: 05/06/2026 07:01:00 (UTC+00:00) Western European Time, GMT

Terms of contract:

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

A non-disclosure agreement is required: no

Electronic invoicing: Allowed

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: .

Organisation receiving requests to participate: Vaasan kaupunki

Organisation processing tenders: Vaasan kaupunki

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: Vaasan kaupunki
Registration number: 0209602-6
Postal address: Vaasanpuistikko 10
Town: Vaasa
Postcode: 65100
Country subdivision (NUTS): Pohjanmaa (FI19A)
Country: Finland
Contact point: Tiina Salonen
Email: tiina.salonen@vaasa.fi
Telephone: +358 401793065
Internet address: <http://www.vaasa.fi>

Roles of this organisation:

Buyer
Organisation receiving requests to participate
Organisation processing tenders

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 (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: b37c3c1e-2ee1-465f-b2c3-4d82dda77508 - 01
Form type: Competition
Notice type: Contract or concession notice – standard regime
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