

Finland-Turku: Software package and information systems
OJ S 193/2016 06/10/2016
Contract notice – utilities
Services

Legal Basis:

Directive 2014/25/EU

Section I: Contracting entity

I.1. Name and addresses

Official name: Oy Turku Energia – Åbo Energi Ab

Postal address: PL 105

Town: Turku

NUTS code: FI183 Varsinais-Suomi

Postal code: 20101

Country: Finland

Contact person: Yrjö Kujala

E-mail: yrjo.kujala@turkuenergia.fi

Telephone: +358 505573152

Internet address(es):

Main address: <http://www.turkuenergia.fi>

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: www.turkuenergia.fi/apj-hankinta

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted to the following address:

Official name: Oy Turku Energia – Åbo Energi Ab

Town: Turku

Country: Finland

E-mail: kirjaamo@turkuenergia.fi

NUTS code: FI183 Varsinais-Suomi

Internet address(es):

Main address: <http://www.turkuenergia.fi>

I.6. Main activity

Electricity

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Turku Energia, Asiakaspalvelujärjestelmän uusinta.

Reference number: Drno 215/2016

II.1.2. Main CPV code

48000000 Software package and information systems

II.1.3. Type of contract

Services

II.1.4. Short description

Turku Energian nykyisen asiakaspalvelujärjestelmäkokonaisuuden uusiminen.

II.1.5. Estimated total value

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.3. Place of performance

NUTS code: FI183 Varsinais-Suomi

II.2.4. Description of the procurement

Turku Energian tavoitteena on uudistaa asiakaspalvelujärjestelmäkokonaisuus SaaS-palveluna, joka palvelee Sähkön myynnin, Sähkön verkon, Kaukolämmön, Höyryn ja Jäähdytyksen liiketoimintoja sekä niihin liittyviä asiakaspalveluprosesseja.

Tavoitteena on saavuttaa automatisoitu ja digitaalinen asiakkaan palveluprosessi, alkaen monikanavaisesta kampanjan- ja asiakkuuden hallinnasta, päättyen sopimusten muodostamiseen, mittautustietojen hallintaan ja tuomiseen laskutuksen perusteeksi, laskutukseen, saatavien valvontaan ja edelleen perintään.

II.2.5. Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. Estimated value

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

Duration in months: 72

This contract is subject to renewal: yes

Description of renewals:

Kiinteän jakson jälkeen sopimusta voidaan jatkaa toistaiseksi voimassa olevana.

II.2.9. Information about the limits on the number of candidates to be invited

Envisaged minimum number: 3 Maximum number: 5

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: yes

Description of options:

Lisähankintamahdollisuuksista ilmoitetaan tarjouspyynnössä.

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:

Kelpoisuusvaatimukset ovat esitetty liitteessä 1: Kelpoisuusehdot ja ehdokasta koskevat vähimmäisvaatimukset.

Ehdokkaan tulee täyttää välilehdet 1.1–1.4.

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

III.1.6. Deposits and guarantees required

Hankinta-asiakirjojen mukaisesti.

III.1.7. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them

Hankinta-asiakirjojen mukaisesti.

III.2. Conditions related to the contract

III.2.3. Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Negotiated procedure with prior call for competition

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

Date: 19/10/2016 Local time: 12:00

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

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: Radanrakentajantie 5

Town: Helsinki

Postal code: 00520

Country: Finland

E-mail: markkinaoikeus@oikeus.fi

Telephone: +358 295643300

Fax: +358 295643314

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

VI.5. Date of dispatch of this notice

04/10/2016