

419536-2026 - Result

Finland – IT services: consulting, software development, Internet and support –
Kontaktienhallintajärjestelmän hankinta (SaaS)
OJ S 116/2026 18/06/2026
Contract or concession award notice – standard regime
Services - Supplies

1. Buyer

1.1. Buyer

Official name: Pirkanmaan Jätehuolto Oy

Email: veera.lehtismaki@pjhoy.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 on Pirkanmaan Jätehuolto Oy:n (myöhemmin "PJhoy") kontaktienhallintajärjestelmä SaaS-ratkaisuna tarjouspyynnössä ja sen liitteissä määritellyn mukaisesti sekä pakollinen optio: Testiympäristö. SOPIMUSKAUSI Kyseessä on toistaiseksi voimassaoleva sopimus. Ks. liite "PJHOY_kontaktienhallintajärjestelmä_sopimus", kohta 27. Hankinnan ilmoitettuun arvoon sisältyy palvelun käyttöönoton, käytön kustannukset sisältäen myös option 48 kuukauden ajalta.

Procedure identifier: 0a72fd70-a854-4278-b5d1-3f402f8f60b2

Previous notice: 5fb8dac4-0ebf-49dc-8a53-9197edee2ce1-01

Internal identifier: 603576

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:

5. Lot

5.1. Lot: LOT-0000

Title: Kontaktienhallintajärjestelmän hankinta (SaaS)

Description: Hankinnan kohteena on Pirkanmaan Jätehuolto Oy:n (myöhemmin "PJhoy") kontaktienhallintajärjestelmä SaaS-ratkaisuna tarjouspyynnössä ja sen liitteissä määritellyn mukaisesti sekä pakollinen optio: Testiympäristö. SOPIMUSKAUSI Kyseessä on toistaiseksi voimassaoleva sopimus. Ks. liite "PJHOY_kontaktienhallintajärjestelmä_sopimus", kohta 27. Hankinnan ilmoitettuun arvoon sisältyy palvelun käyttöönoton, käytön kustannukset sisältäen myös option 48 kuukauden ajalta.

Internal identifier: 603576

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

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

5.1.7. Strategic procurement

Social objective promoted: Human rights due diligence in global supply chains, Fair working conditions

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: Laatutekijä 1 Pisteytettävät vaatimukset ja Laatutekijä 2 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 määräaajoista lisätietoja tarjoaa hankintayksikkö.

Organisation signing the contract: Pirkanmaan Jätehuolto Oy

6. Results

Value of all contracts awarded in this notice: 510 324,00 EUR

6.1. Result lot identifier: LOT-0000

Winner selection status: At least one winner was chosen.

6.1.2. Information about winners

Winner:

Official name: twoday Oy

Tender:

Tender identifier: tenderReference-4839179-927876

Identifier of lot or group of lots: LOT-0000

Value of the tender: 510 324,00 EUR

Subcontracting: Yes

Subcontracting value is known: no

Subcontracting percentage is known: no

Description: Tarjouksen alihankkijat-liitteessä kuvatun mukaisesti.

Contract information:

Identifier of the contract: Sopimus

Date on which the winner was chosen: 30/04/2026

Date of the conclusion of the contract: 02/06/2026

Organisation signing the contract: Pirkanmaan Jätehuolto Oy

6.1.4. Statistical information

Received tenders or requests to participate:

Type of received submissions: Tenders submitted electronically

Number of tenders or requests to participate received: 1

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: Veera Lehtismäki
Email: veera.lehtismaki@pjhoy.fi
Telephone: +358 408239026
Internet address: <https://pjhoy.fi/>

Roles of this organisation:

Buyer

Organisation signing the contract

8.1. ORG-0003

Official name: twoday Oy
Size of the economic operator: Large
Registration number: 1988069-3
Postal address: Keskuskatu 3
Town: Helsinki
Postcode: 00100
Country subdivision (NUTS): Helsinki-Uusimaa (FI1B1)
Country: Finland

Roles of this organisation:

Tenderer

Winner of these lots: LOT-0000

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: a4c9c740-f533-40b0-9b3c-377ebb17e9de - 01

Form type: Result

Notice type: Contract or concession award notice – standard regime

Notice subtype: 29

Notice dispatch date: 17/06/2026 10:28:23 (UTC+00:00) Western European Time, GMT

Notice dispatch date (eSender): 17/06/2026 10:28:24 (UTC+00:00) Western European Time, GMT

Languages in which this notice is officially available: Finnish

Notice publication number: 419536-2026

OJ S issue number: 116/2026

Publication date: 18/06/2026