

**Finland-Helsinki: Business services: law, marketing, consulting, recruitment, printing and security**

OJ S 166/2023 30/08/2023

Contract notice

Services

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Business Finland Oy

National registration number: 2725690-3

Postal address: PL 358

Town: Helsinki

NUTS code: FI1B Helsinki-Uusimaa

Postal code: 00101

Country: Finland

E-mail: [kilpailutus@businessfinland.fi](mailto:kilpailutus@businessfinland.fi)**Internet address(es):**Main address: <http://www.businessfinland.fi/>**I.1. Name and addresses**

Official name: Innovaatorahoituskeskus Business Finland

National registration number: 0512696-4

Postal address: PL 69

Town: Helsinki

NUTS code: FI1 Manner-Suomi

Postal code: 00101

Country: Finland

E-mail: [kilpailutus@businessfinland.fi](mailto:kilpailutus@businessfinland.fi)**Internet address(es):**Main address: <http://www.businessfinland.fi/>**I.2. Information about joint procurement**

The contract involves joint procurement

**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://tarjouspalvelu.fi/businessfinland?id=467825&tpk=38e75be1-c960-47e4-bd4f-f1d2fb2b047f>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted to the abovementioned address

**I.4. Type of the contracting authority**

Other type: Valtion omistama yhtiö

**I.5. Main activity**

Economic and financial affairs

## Section II: Object

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### II.1. Scope of the procurement

#### II.1.1. Title

Asiakaskokemuksen mittaamiseen liittyvät asiantuntijapalvelut  
Reference number: 11/27/2023

#### II.1.2. Main CPV code

79000000 Business services: law, marketing, consulting, recruitment, printing and security

#### II.1.3. Type of contract

Services

#### II.1.4. Short description

Business Finland Oy (jäljempänä Business Finland tai BF) hakee puitesopimuskumppaneita asiakaskokemuksen kartoittamiseen ja mittaamiseen neljän (4) vuoden puitesopimuskaudelle. Business Finland mittaa säännönmukaisesti asiakkaittensa asiakaskokemusta määrällisillä ja laadullisilla asiakastyytyväisyyskyselyillä joko palvelutasolla ja / tai asiakkuustasolla asiakaspolun eri pisteissä. Osa BF:n asiakastyytyväisyyskyselyistä on automatisoitu, osa ei tai on automatisointijonossa. Lisäksi BF:n Customer Experience (CX) Hub -yksikkö kehittää yhteistyössä BF:n muiden yksiköiden ja palvelualueiden kanssa BF:n asiakkaiden asiakaskokemusta.

CX Hub, muut Business Finlandin yksiköt ja palvelualueet sekä viraston että osakeyhtiön puolella tarvitsevat asiakaskokemuksen mittaamisessa ulkopuolista apua sekä määrällisten että laadullisten asiakaskokemusta kartoittavien tutkimusten ja selvitysten teossa. Lisäksi tarvitaan myös asiakaskokemuksen kehittämiseen liittyvää konsultaatiota.

Hankinnan kohde on kuvattu tarkemmin liitteellä 1.

#### II.1.5. Estimated total value

#### II.1.6. Information about lots

This contract is divided into lots: no

### II.2. Description

#### II.2.2. Additional CPV code(s)

72000000 IT services: consulting, software development, Internet and support, 79400000 Business and management consultancy and related services, 79411100 Business development consultancy services, 79342311 Customer satisfaction survey

#### II.2.3. Place of performance

NUTS code: FI1 Manner-Suomi

#### II.2.4. Description of the procurement

Katso kohta II.1.4

#### 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: 48

This contract is subject to renewal: no

**II.2.10. Information about variants**

Variants will be accepted: no

**II.2.11. Information about options**

Options: no

**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**

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**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:

Tarjoajien tai ehdokkaiden on täytettävä ns. yhteinen eurooppalainen hankinta-asiakirja, ESPD (European Single Procurement Document).

**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.2. Conditions related to the contract**

**III.2.2. Contract performance conditions**

Katso sopimusasiakirjat.

**Section IV: Procedure**

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**IV.1. Description**

**IV.1.1. Type of procedure**

Open procedure

**IV.1.3. Information about a framework agreement or a dynamic purchasing system**

The procurement involves the establishment of a framework agreement

Framework agreement with several operators Envisaged maximum number of participants to the framework agreement: 3

**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: 27/09/2023 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

**IV.2.6. Minimum time frame during which the tenderer must maintain the tender**  
Duration in months: 6 (from the date stated for receipt of tender)

**IV.2.7. Conditions for opening of tenders**  
Date: 27/09/2023 Local time: 12:05

## **Section VI: Complementary information**

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### **VI.1. Information about recurrence**

This is a recurrent procurement: no

### **VI.2. Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

### **VI.3. Additional information**

Hankinnan ennakoitu arvonlisäveroton kokonaisarvo neljältä vuodelta on 350 000 EUR.  
Luku on sitoumukseton arvio eikä hankintayksikkö sitoudu minimiostovelvoitteisiin.

### **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](mailto:markkinaoikeus@oikeus.fi)

Telephone: +358 295643300

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

### **VI.5. Date of dispatch of this notice**

25/08/2023