

53327-2026 - Competition

Finland – Survey services – Asiakastyytyväisyys- ja kumppani-tilaaja-asiakastutkimus

OJ S 16/2026 23/01/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Pirkanmaan Voimia Oy

Email: heidi.ikonen@tuomi.fi

Legal type of the buyer: Public undertaking

Activity of the contracting authority: Economic affairs

2. Procedure

2.1. Procedure

Title: Asiakastyytyväisyys- ja kumppani-tilaaja-asiakastutkimus

Description: Tuomi Logistiikka Oy kilpailuttaa Pirkanmaan Voimia Oy:n (myöhemmin Voimia) toimeksiannosta Voimian asiakastyytyväisyystutkimuksen ja kumppani-tilaaja-asiakastutkimuksen hankinnan. Hankinta on jaettu kahteen osa-alueeseen tutkimuskohtaisesti: Osa-alue 1 Asiakastyytyväisyystutkimus Osa-alue 2 Kumppani-tilaaja-asiakastutkimus Tarjoaja voi tarjota yhteen tai molempiin osa-alueisiin.

Asiakastyytyväisyystutkimus on tarkoitus toteuttaa vuosittain ja kumppani-tilaaja-asiakastutkimus joka toinen vuosi. Tehtävien tutkimusten avulla seurataan Voimian asiakastyytyväisyydelle asetettuja tavoitteita ja asetetaan uusia vuositavoitteita. Hankinnan kohteena olevat palvelut hankitaan kokonaisratkaisuin. Tutkimusten tulee olla toteutettavissa saman sisältöisinä toteutusrytmiensä mukaisesti ja eri vuosien tutkimusten tulee olla sisällöltään vertailukelpoisia keskenään. Palvelu on kuvattu tarkemmin tarjouspyynnössä ja sen liitteissä.

Procedure identifier: 8f468b3f-42d9-4e6c-9e62-ac3a9e156fe3

Internal identifier: 579688

Type of procedure: Open

The procedure is accelerated: no

Main features of the procedure: Hankinta tehdään hankintalain 32 §:n mukaisena avoimena menettelynä.

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79311000 Survey services

2.1.2. Place of performance

Country subdivision (NUTS): Pirkanmaa (FI19B)

Country: Finland

2.1.4. General information

Additional information: Sopimuskausi on 1.5.2026 – 30.4.2028, jonka jälkeen sopimusta voidaan jatkaa optiona toistaiseksi voimassa olevana.

Legal basis:

2.1.5. Terms of procurement

Terms of submission:

Maximum number of lots for which one tenderer can submit tenders: 2

Terms of contract:

Maximum number of lots for which contracts can be awarded to one tenderer: 2

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: European Single Procurement Document (ESPD), Procurement Document

5. Lot

5.1. Lot: LOT-0001

Title: Asiakastyytyväisyystutkimus

Description: Osa-alueeseen valitaan yksi (1) toimittaja. Palvelu on kuvattu tarkemmin liitteellä 3a Palvelukuvaus Asiakastyytyväisyystutkimus.

Internal identifier: 1-0

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79311000 Survey services

5.1.2. Place of performance

Country subdivision (NUTS): Pirkanmaa (FI19B)

Country: Finland

5.1.3. Estimated duration

Start date: 01/05/2026

Duration end date: 30/04/2028

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): yes

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

5.1.7. Strategic procurement

Social objective promoted: Fair working conditions

5.1.9. Selection criteria

Sources of selection criteria: European Single Procurement Document (ESPD), Procurement Document

5.1.10. Award criteria

Criterion:

Type: Price

Description: Kuten tarjouspyynnössä

Category of award fixed criterion: Fixed value (total)

Award criterion number: 95

Criterion:

Type: Quality
Description: Kuten tarjouspyynnössä
Category of award fixed criterion: Fixed value (total)
Award criterion number: 5

5.1.11. Procurement documents

Deadline for requesting additional information: 03/02/2026 10:00:00 (UTC+00:00) Western European Time, GMT

Address of the procurement documents: <https://tarjouspalvelu.fi/tuomilogistiikka?id=579688&tpk=fd50c756-7856-43e7-96a7-4dcd2e752341>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://tarjouspalvelu.fi/tuomilogistiikka?id=579688&tpk=fd50c756-7856-43e7-96a7-4dcd2e752341>

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

Electronic catalogue: Not allowed

Tenderers may submit more than one tender: Not allowed

Deadline for receipt of tenders: 03/03/2026 10:00:00 (UTC+00:00) Western European Time, GMT

Duration during which the tender must remain valid: 3 Months

Information about public opening:

Opening date: 03/03/2026 10:15:00 (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

Electronic invoicing: Required

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: Lainsäädännön mukaisesti.

Organisation providing more information on the review procedures: Markkinaoikeus

5.1. Lot: LOT-0002

Title: Kumppani-tilaaja-asiakastutkimus

Description: Osa-alueeseen valitaan yksi (1) toimittaja. Palvelu on kuvattu tarkemmin liitteellä 3b Palvelukuvaus Kumppani-tilaaja-asiakastutkimus.

Internal identifier: 2-1

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79311000 Survey services

5.1.2. Place of performance

Country subdivision (NUTS): Pirkanmaa (FI19B)

Country: Finland

5.1.3. Estimated duration

Start date: 01/05/2026

Duration end date: 30/04/2028

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): yes

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

5.1.7. Strategic procurement

Social objective promoted: Fair working conditions

5.1.9. Selection criteria

Sources of selection criteria: European Single Procurement Document (ESPD), Procurement Document

5.1.10. Award criteria

Criterion:

Type: Price

Description: Kuten tarjouspyynnössä

Category of award fixed criterion: Fixed value (total)

Award criterion number: 95

Criterion:

Type: Quality

Description: Kuten tarjouspyynnössä

Category of award fixed criterion: Fixed value (total)

Award criterion number: 5

5.1.11. Procurement documents

Deadline for requesting additional information: 03/02/2026 10:00:00 (UTC+00:00) Western European Time, GMT

Address of the procurement documents: <https://tarjouspalvelu.fi/tuomilogistiikka?id=579688&tpk=fd50c756-7856-43e7-96a7-4dcd2e752341>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

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

Electronic catalogue: Not allowed

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Terms of contract:

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

Electronic invoicing: Required

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: Lainsäädännön mukaisesti.

Organisation providing more information on the review procedures: Markkinaoikeus

8. Organisations

8.1. ORG-0001

Official name: Pirkanmaan Voimia Oy

Registration number: 2938704-2

Postal address: Hatanpään valtatie 30

Town: Tampere

Postcode: 33100

Country subdivision (NUTS): Pirkanmaa (FI19B)

Country: Finland

Contact point: Heidi Ikonen

Email: heidi.ikonen@tuomi.fi

Telephone: +358 404802498

Internet address: <https://voimia.fi/>

Roles of this organisation:

Buyer

8.1. ORG-0002

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

Organisation providing more information on the review procedures

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: 8dbc03e5-98ad-4dcf-8413-e8c05dfd5c9a - 01

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Notice type: Contract or concession notice – standard regime

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