

607365-2026 - Competition

Finland – Telecommunications services – VR-Group: Maintenance and support services of telecommunications network devices - Invitation to participate

OJ S 170/2026 03/09/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: VR-Group Plc

Email: info.procurement@vr.fi

Legal type of the buyer: Public undertaking

Activity of the contracting entity: Railway services

2. Procedure

2.1. Procedure

Title: VR-Group: Maintenance and support services of telecommunications network devices - Invitation to participate

Description: The subject of the procurement is the provision of maintenance and support services for telecommunications network devices and related network services (hereinafter the "Service"). The procurement covers comprehensive maintenance, monitoring, support and operational services for VR's telecommunications network environment, including network devices located in datacentres, offices, rolling stock (trains and buses) and other operational locations. The Service also includes the maintenance of certain related network services required for the operation of the telecommunications environment. The Service includes, but is not limited to, the following: - Service transition and implementation; - 24/7 monitoring of the telecommunications network environment; - Incident management and fault resolution; - Replacement of failed network devices in accordance with the agreed service levels; - Device configuration changes and other agreed maintenance activities; - Network monitoring, preventive maintenance and operational support; - Service management and designated service management personnel; - Maintenance of network documentation; - Reporting, including service level, capacity and operational reporting; - Integration with VR's agreed service management and ticketing solutions; - Other maintenance, support and expert services related to the telecommunications network environment, ordered separately where required. The procurement concerns maintenance and support services only. Ownership of the telecommunications network devices, software licences and the overall network architecture shall remain with VR. VR is responsible for the procurement of network devices and strategic network architecture, while the selected Supplier shall provide the Services in accordance with the agreed contractual responsibilities. The Service is intended to support VR Group's operations in Finland, Sweden, Denmark and Latvia. The Service may also be extended to other VR Group companies or countries during the contract period. A more detailed preliminary description of the procurement is set out in Annex 1 – Preliminary Description of the Procurement. The subject of the procurement described herein is preliminary and may be further specified, clarified and supplemented during the negotiated procurement procedure. The final scope of the procurement, the detailed requirements and the contractual terms will be set out in the Final Invitation to Tender and its annexes.

Procedure identifier: 902c3aaa-8d6e-450c-b2d0-0d82481c53d9

Internal identifier: VR - IT - 2026

Type of procedure: Negotiated with prior publication of a call for competition / competitive with negotiation

The procedure is accelerated: no

Main features of the procedure: A candidate must fulfil all suitability requirements set out in the contract notice and its annexes in order to be admitted to the procurement procedure. The suitability requirements are specified in the European Single Procurement Document (ESPD) and other procurement documents attached to the contract notice. In order to ensure an efficient and manageable negotiation procedure, the number of candidates invited to participate in the negotiations is limited to a maximum of five (5). Where more than five (5) candidates fulfil the suitability requirements, the Contracting Entity will reduce the number of candidates by comparing the references submitted by the candidates to the extent that they exceed the minimum requirements. The comparison will be carried out in accordance with the selection criteria described under section "Grounds for Decision" of this Invitation to Participate and in Annex 2 – Reference Form. Where five (5) or fewer candidates fulfil the suitability requirements, no comparison of references will be carried out, and all such candidates will be invited to participate in the negotiation procedure. If the comparison of references results in a tie for the fifth place, all candidates obtaining the same score as the candidate ranked fifth shall be invited to participate in the negotiation procedure. Consequently, the number of candidates invited to participate may exceed five (5). If required under VR Group's internal governance procedures, the procurement decision shall be subject to the approval of the competent decision-making body of VR Group. If such approval is not obtained, the Contracting Entity reserves the right to suspend or discontinue the procurement procedure in accordance with applicable legislation. The procurement procedure may also be suspended or discontinued on any other grounds permitted under the applicable procurement legislation.

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 64200000 Telecommunications services

Additional classification (cpv): 51300000 Installation services of communications equipment, 72000000 IT services: consulting, software development, Internet and support, 72315000 Data network management and support services, 72318000 Data transmission services, 72590000 Computer-related professional services, 72700000 Computer network services, 72710000 Local area network services

2.1.2. Place of performance

Anywhere in the European Economic Area

2.1.2. Place of performance

Country: Sweden

Anywhere in the given country

2.1.2. Place of performance

Country: Finland

Anywhere in the given country

2.1.4. General information

Additional information: The agreement shall enter into force upon its execution by both Parties. The initial fixed agreement period shall be five (5) years from the date of signing. Thereafter, the agreement shall remain valid until terminated by either Party in accordance with its terms. The procurement is subject to the Finnish Act on Procurement Contracts and Concession

Contracts of Entities Operating in the Water, Energy, Transport and Postal Services Sectors (1398/2016) (the "Act on Procurement Contracts in the Utilities Sector"). The procurement will be conducted using the negotiated procedure. The estimated value of the procurement exceeds the applicable EU threshold. The estimated value of the procurement is specified elsewhere in the procurement documents. The procurement concerns maintenance and support services for telecommunications network devices and related network services used within the VR Group. The Service supports business-critical telecommunications infrastructure utilised in, among other locations, datacentres, offices, rolling stock and other operational environments. This procurement is made for all legal entities within the VR Group, including VR-Group Plc and its current and future group companies. At the commencement of the procurement procedure, the Service is expected to cover operations primarily in Finland, Sweden, Denmark and Latvia. The countries, legal entities and operational locations included within the scope of the Service may change during the agreement period in accordance with the Customer's operational needs. For the avoidance of doubt, the procurement does not create any commitment for all current or future group companies to utilise the Service. The Customer reserves the right to determine the legal entities, operational locations and countries in which the Service will be deployed during the agreement period. This procurement constitutes a joint procurement by VR-Group Plc and VR Snabbtåg Sverige AB as referred to in Article 57(4) of Directive 2014/25/EU, Section 32(3) of the Finnish Act on Procurement Contracts in the Utilities Sector (1398/2016), and Chapter 7, Sections 9, 12, 13 and 14 of the Swedish Act on Procurement in the Utilities Sectors (2016:1146). VR-Group Plc conducts the procurement procedure on behalf of both VR-Group Plc and VR Snabbtåg Sverige AB and is responsible for all stages of the procurement procedure, including any procurement rectification procedures and appeals. The procurement procedure shall be governed by Finnish law, and the Finnish Act on Procurement Contracts in the Utilities Sector (1398/2016) shall apply to the procurement procedure.

Legal basis:

Directive 2014/25/EU

2.1.6. Grounds for exclusion

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

5. Lot

5.1. Lot: LOT-0000

Title: VR-Group: Maintenance and support services of telecommunications network devices - Invitation to participate

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including service level, capacity and operational reporting; - Integration with VR's agreed service management and ticketing solutions; - Other maintenance, support and expert services related to the telecommunications network environment, ordered separately where required. The procurement concerns maintenance and support services only. Ownership of the telecommunications network devices, software licences and the overall network architecture shall remain with VR. VR is responsible for the procurement of network devices and strategic network architecture, while the selected Supplier shall provide the Services in accordance with the agreed contractual responsibilities. The Service is intended to support VR Group's operations in Finland, Sweden, Denmark and Latvia. The Service may also be extended to other VR Group companies or countries during the contract period. A more detailed preliminary description of the procurement is set out in Annex 1 – Preliminary Description of the Procurement. The subject of the procurement described herein is preliminary and may be further specified, clarified and supplemented during the negotiated procurement procedure. The final scope of the procurement, the detailed requirements and the contractual terms will be set out in the Final Invitation to Tender and its annexes.

Internal identifier: VR - IT - 2026

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Anywhere in the European Economic Area

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Country: Sweden

Anywhere in the given country

5.1.2. Place of performance

Country: Finland

Anywhere in the given country

5.1.3. Estimated duration

Duration: 60 Months

5.1.4. Renewal

Maximum renewals: 1

Other information about renewals: The agreement shall enter into force upon its execution by both Parties. The initial fixed agreement period shall be five (5) years from the date of signing. Thereafter, the agreement shall remain valid until terminated by either Party in accordance with its terms. Please note, however, that the procurement schedule may change. In such case, the agreement period shall commence on the actual date of execution of the agreement.

5.1.6. General information

Reserved participation:

Participation is not reserved.

The procurement is covered by the Government Procurement Agreement (GPA): yes

This procurement is also suitable for small and medium-sized enterprises (SMEs): yes
Additional information: The agreement shall enter into force upon its execution by both Parties. The initial fixed agreement period shall be five (5) years from the date of signing. Thereafter, the agreement shall remain valid until terminated by either Party in accordance with its terms. The procurement is subject to the Finnish Act on Procurement Contracts and Concession Contracts of Entities Operating in the Water, Energy, Transport and Postal Services Sectors (1398/2016) (the "Act on Procurement Contracts in the Utilities Sector"). The procurement will be conducted using the negotiated procedure. The estimated value of the procurement exceeds the applicable EU threshold. The estimated value of the procurement is specified elsewhere in the procurement documents. The procurement concerns maintenance and support services for telecommunications network devices and related network services used within the VR Group. The Service supports business-critical telecommunications infrastructure utilised in, among other locations, datacentres, offices, rolling stock and other operational environments. This procurement is made for all legal entities within the VR Group, including VR-Group Plc and its current and future group companies. At the commencement of the procurement procedure, the Service is expected to cover operations primarily in Finland, Sweden, Denmark and Latvia. The countries, legal entities and operational locations included within the scope of the Service may change during the agreement period in accordance with the Customer's operational needs. For the avoidance of doubt, the procurement does not create any commitment for all current or future group companies to utilise the Service. The Customer reserves the right to determine the legal entities, operational locations and countries in which the Service will be deployed during the agreement period. This procurement constitutes a joint procurement by VR-Group Plc and VR Snabbtåg Sverige AB as referred to in Article 57(4) of Directive 2014/25/EU, Section 32(3) of the Finnish Act on Procurement Contracts in the Utilities Sector (1398/2016), and Chapter 7, Sections 9, 12, 13 and 14 of the Swedish Act on Procurement in the Utilities Sectors (2016:1146). VR-Group Plc conducts the procurement procedure on behalf of both VR-Group Plc and VR Snabbtåg Sverige AB and is responsible for all stages of the procurement procedure, including any procurement rectification procedures and appeals. The procurement procedure shall be governed by Finnish law, and the Finnish Act on Procurement Contracts in the Utilities Sector (1398/2016) shall apply to the procurement procedure.

5.1.7. Strategic procurement

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

5.1.9. Selection criteria

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

Information about the second stage of a two-stage procedure:

Maximum number of candidates to be invited for the second stage of the procedure: 5

5.1.10. Award criteria

Criterion:

Type: Price

Description: Price: 90 % More detailed information about the comparison criteria shall be presented during the procurement procedure. Final criteria and final weighting will be defined in the final invitation to tender.

Criterion:

Type: Quality

Description: Quality: 10 % More detailed information about the comparison criteria shall be presented during the procurement procedure. Final criteria and final weighting will be defined in the final invitation to tender.

5.1.11. Procurement documents

Languages in which the procurement documents are officially available: English

Deadline for requesting additional information: 16/09/2026 07:00:00 (UTC+00:00) Western European Time, GMT

Address of the procurement documents: <https://tarjouspalvelu.fi/vryhtymaoy?id=621176&tpk=2d3f496d-305e-4d6b-b762-914f020ea74c>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://tarjouspalvelu.fi/vryhtymaoy?id=621176&tpk=2d3f496d-305e-4d6b-b762-914f020ea74c>

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

Electronic catalogue: Not allowed

Variants: Not allowed

Tenderers may submit more than one tender: Not allowed

Deadline for receipt of requests to participate: 05/10/2026 07:00:00 (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

Conditions relating to the performance of the contract: To the extent relevant, conditions and terms of performance will be specified during the procurement procedure in the final invitation to tender

A non-disclosure agreement is required: yes

Additional information about the non-disclosure agreement: The candidate participating in the negotiated procedure undertakes to sign a Non Disclosure Agreement submitted separately by VR to the selected tenderers after the selection of tenderers. Signing the Non Disclosure Agreement is required in order for the candidate to be able to proceed to the negotiation phase.

Electronic invoicing: Required

Electronic ordering will be used: yes

Electronic payment will be used: yes

Financial arrangement: To the extent relevant, finance and payment terms will be specified during the procurement procedure in the final invitation to tender

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 providing further information: VR Group Plc

Organisation providing additional information about the procurement procedure: VR-Group Plc

Organisation providing more information on the review procedures: VR-Group Plc

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: VR-Group Plc
Registration number: 1003521-5
Postal address: PL 488 (Radiokatu 3)
Town: Helsinki
Postcode: 00096
Country subdivision (NUTS): Helsinki-Uusimaa (FI1B1)
Country: Finland
Contact point: Procurement unit
Email: info.procurement@vr.fi
Telephone: +358 294343
Internet address: <http://www.vrgroup.fi>

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

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: 74519d47-0e13-4416-bcc7-a0d5a73b8b95 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 17

Notice dispatch date: 02/09/2026 11:14:07 (UTC+00:00) Western European Time, GMT

Notice dispatch date (eSender): 02/09/2026 11:14:09 (UTC+00:00) Western European Time, GMT

Languages in which this notice is officially available: English

Notice publication number: 607365-2026

OJ S issue number: 170/2026

Publication date: 03/09/2026