

593981-2026 - Mise en concurrence

Finlande – Services de technologies de l'information, conseil, développement de logiciels, internet et appui – Digital exhibition design, software development and production for the reopening exhibition for the National Museum of Finland.

OJ S 166/2026 28/08/2026

Avis de marché ou de concession – régime ordinaire - Avis de changement Services

1. Acheteur

1.1. Acheteur

Nom officiel: Finnish Heritage Agency / Museovirasto

Adresse électronique: hankinnat@museovirasto.fi

Forme juridique de l'acheteur: Organisme de droit public

Activité du pouvoir adjudicateur: Services d'administration générale

2. Procédure

2.1. Procédure

Titre: Digital exhibition design, software development and production for the reopening exhibition for the National Museum of Finland.

Description: The Finnish Heritage Agency, the Exhibitions and Events department of the National Museum of Finland (hereinafter the "Procurement unit") invites suppliers to submit tenders for media design and production (hereinafter the "Service") in this call for tenders and its attached annexes. The Service consists of programming, project management and technical delivery of an artificial intelligence System in the form of an interactive media software which will be used according to attached plans. The entire deliverable procurement is referred to in hereinafter as the "System". The National Museum of Finland will conduct the procurement through an open tendering procedure. The aim is for production to begin immediately after the selection of the supplier in approximately September 2026, and for delivery to the Procurement Unit to be completed no later than January 2027. The procurement documents are available in English. The Procurement unit requests a tender for:

1. Exhibition Media, AV and Interactive Elements including: - Lobby Screen - Intro to the Universe (projection) - Chatty objects - 9 interactive conversational artificial intelligence stations: - Chatty Objects Birds - Chatty Object Scarab - Chatty Object Meteorite - Chatty Object Shiva - Chatty Object Canoe - Chatty Object Turtle Seats - Chatty Object Raven Mask - Chatty Object Chilkat Blanket - Chatty Object Bad Luck Bird - Chatty Object Scarab - Projection (Hybrid element) - Agnicayana film projection solution -Exhibition wide - soundscapes including: - Anvil & hammer - Chatty Objects Birds - Audio - Egg - Chatty Object Meteorite - (hybrid element) - Chatty Object Canoe - (hybrid element) - Chatty Object Raven Mask - (hybrid element) - World tree - Conch - Universe - Overhead Screen - Universe - Chatty Universe The following items are not included within this tender: - Film content for the Agnicayana film projection - Recording of poem for the Egg Soundscape
2. Software, Services and Project Management including: - Software development and testing - Software installation and configuration - Technical and user documentation - Support and on-call services during the exhibition run - Training for the client's staff in the operation of the delivered systems - Project management covering the entire Procurement
3. Documentation set: - Technical documentation (architecture, APIs, content formats, deployment instructions). - Operational

documentation for daily use by exhibition staff. - Maintenance instructions, including restart procedures and troubleshooting steps. - Documentation required under the attached Annex 3 "03_Data and privacy requirements annex". - The tenderer shall provide sufficient documentation to enable re-installation and re-use of the System by the Procurement unit without dependency on the tenderer if the Procurement unit wants to use the System in the future after the exhibition. 4. Installation & on site deployment The tenderer shall: - Install all required system software components on site in coordination with the AV integrator contractor (procured separately) and the Procurement unit's team. - Integrate "The Universe" content into existing overhead LED screen and newly purchased hardware. - Conduct full system testing. 5. Training for museum staff The tenderer shall: - Provide training sessions for Procurement unit's staff on System operation, daily use and safety as applicable and needed for the procurement. - Provide training materials (slides, troubleshooting guides, quickstart sheets). 6. Final handover package The tenderer shall provide: - Final approved versions of all media assets. - Backup copies of the System and its configurations. - A complete inventory of all delivered software. - End of project report summarizing methods, design decisions, and technical notes. The procurements requirements are explained in more detail further on in this call for tenders and its attached annexes. The estimated value of the procurement is according to the Procurement unit 400 000 - 550 000 EUR (VAT 0%). Some of the attached annexes in the call for tenders contains confidential information. The documents are available upon request via email to hankinnat@museovirasto.fi. The tenderer shall in its request to receive the documents ensure, that it keeps the information received from the Procurement unit only to itself and uses that information for its tender according to this procurement process. The information is considered confidential even after the procurement process has ended.

Identifiant de la procédure: d090c66f-fef3-4e35-b5a0-1bf61475478a

Identifiant interne: 610535

Type de procédure: Ouverte

La procédure est accélérée: non

2.1.1. Objet

Nature principale du marché: Services

Nomenclature principale (cpv): 72000000 Services de technologies de l'information, conseil, développement de logiciels, internet et appui

Nomenclature complémentaire (cpv): 72200000 Services de programmation et de conseil en logiciels, 72212100 Services de développement de logiciels spécifiques à l'industrie, 72222200 Services de planification de systèmes ou de technologies de l'information, 72224100 Services de planification de la mise en application de systèmes, 73300000 Conception et exécution dans le domaine de la recherche et du développement, 92521100 Services d'exposition dans les musées

2.1.2. Lieu d'exécution

Adresse postale: National museum of Finland, Mannerheimintie 34, 00100, Helsinki

Ville: Helsinki

Code postal: 00100

Subdivision pays (NUTS): Helsinki-Uusimaa (FI1B1)

Pays: Finlande

2.1.2. Lieu d'exécution

Adresse postale: Finnish heritage agency, PL 913, 00101 Helsinki

Ville: Helsinki

Code postal: 00101

Subdivision pays (NUTS): Helsinki-Uusimaa (FI1B1)

2.1.4. Informations générales

Base juridique:

Directive 2014/24/UE

2.1.6. Motifs d'exclusion

Sources des motifs d'exclusion: Document de marché, Avis, Document unique de marché européen (DUME)

Corruption: The economic operator itself or any person who is a member of its administrative, management or supervisory body or has powers of representation, decision or control therein has been the subject of a conviction by final judgment for corruption, by a conviction rendered at the most five years ago or in which an exclusion period set out directly in the conviction continues to be applicable.

Fraude: The economic operator itself or any person who is a member of its administrative, management or supervisory body or has powers of representation, decision or control therein has been the subject of a conviction by final judgment for fraud, by a conviction rendered at the most five years ago or in which an exclusion period set out directly in the conviction continues to be applicable.

Blanchiment de capitaux ou financement du terrorisme: The economic operator itself or any person who is a member of its administrative, management or supervisory body or has powers of representation, decision or control therein has been the subject of a conviction by final judgment for money laundering or terrorist financing, by a conviction rendered at the most five years ago or in which an exclusion period set out directly in the conviction continues to be applicable.

Participation à une organisation criminelle: The economic operator itself or any person who is a member of its administrative, management or supervisory body or has powers of representation, decision or control therein has been the subject of a conviction by final judgment for participation in a criminal organisation, by a conviction rendered at the most five years ago or in which an exclusion period set out directly in the conviction continues to be applicable.

Infractions terroristes ou infractions liées aux activités terroristes: The economic operator itself or any person who is a member of its administrative, management or supervisory body or has powers of representation, decision or control therein has been the subject of a conviction by final judgment for terrorist offences or offences linked to terrorist activities, by a conviction rendered at the most five years ago or in which an exclusion period set out directly in the conviction continues to be applicable.

Travail des enfants et autres formes de traite des êtres humains: The economic operator itself or any person who is a member of its administrative, management or supervisory body or has powers of representation, decision or control therein has been the subject of a conviction by final judgment for child labour and other forms of trafficking in human beings, by a conviction rendered at the most five years ago or in which an exclusion period set out directly in the conviction continues to be applicable.

Manquement aux obligations dans le domaine du droit environnemental: The economic operator has breached its obligations in the field of environmental law.

Manquement aux obligations dans le domaine du droit du travail: The economic operator has breached its obligations in the field of labour law.

Manquement aux obligations dans le domaine du droit social: The economic operator has breached its obligations in the field of social law.

Accords avec d'autres opérateurs économiques en vue de fausser la concurrence: The economic operator has entered into agreements with other economic operators aimed at distorting competition.

Faute professionnelle grave: The economic operator is guilty of grave professional misconduct.

Fausse déclaration, dissimulation d'informations, incapacité de présenter les documents requis ou obtention d'informations confidentielles sur cette procédure: The economic operator can confirm that: a) It has been guilty of serious misrepresentation in supplying the information required for the verification of the absence of grounds for exclusion or the fulfilment of the selection criteria, b) It has withheld such information, c) It has not been able, without delay, to submit the supporting documents required by a contracting authority or contracting entity, and d) It has undertaken to unduly influence the decision making process of the contracting authority or contracting entity, to obtain confidential information that may confer upon it undue advantages in the procurement procedure or to negligently provide misleading information that may have a material influence on decisions concerning exclusion, selection or award.

Conflit d'intérêt créé par sa participation à la procédure de passation de marché: The economic operator is aware of any conflict of interest, as indicated in national law, the relevant notice or the procurement documents due to its participation in the procurement procedure.

Association directe ou indirecte à la préparation de cette procédure de passation de marché: The economic operator or an undertaking related to it has advised the contracting authority or contracting entity or otherwise been involved in the preparation of the procurement procedure.

Résiliation, dommages et intérêts ou autres sanctions comparables: The economic operator has experienced that a prior public contract, a prior contract with a contracting entity or a prior concession contract was terminated early, or that damages or other comparable sanctions were imposed in connection with that prior contract.

Manquement à des obligations liées à des motifs d'exclusion purement nationaux: The tenderer itself or any person who is a member of its administrative, management or supervisory body or has powers of representation, decision or control therein has breached the following obligations defined in the Finnish criminal code: aggravated accounting offence, work safety offence, work hour offence, work discrimination, extortionate work discrimination, violation of the right to organise, the use of unauthorised foreign labour, aggravated degradation of the environment or aggravated nature conservation offence.

Manquement à l'obligation relative au paiement de cotisations de sécurité sociale: The economic operator has breached its obligations relating to the payment social security contributions, both in the country in which it is established and in Member State of the contracting authority or contracting entity if other than the country of establishment.

Manquement à l'obligation relative au paiement d'impôts et taxes: The economic operator has breached its obligations relating to the payment of taxes, both in the country in which it is established and in Member State of the contracting authority or contracting entity if other than the country of establishment.

État de cessation d'activités: The business activities of the economic operator are suspended.

Faillite: The economic operator is bankrupt.

Concordat: The economic operator is in arrangement with creditors.

Insolvabilité: The economic operator is the subject of insolvency or winding-up.

Biens administrés par un liquidateur: The assets of the economic operator are being administered by a liquidator or by the court.

Situation analogue à la faillite prévue dans la législation nationale: The economic operator is in any analogous situation like bankruptcy arising from a similar procedure under national laws and regulations.

5. Lot

5.1. Lot: LOT-0000

Titre: Digital exhibition design, software development and production for the reopening exhibition for the National Museum of Finland.

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Identifiant interne: 610535

5.1.1. Objet

Nature principale du marché: Services

Nomenclature principale (cpv): 72000000 Services de technologies de l'information, conseil, développement de logiciels, internet et appui

Nomenclature complémentaire (cpv): 72200000 Services de programmation et de conseil en logiciels, 72212100 Services de développement de logiciels spécifiques à l'industrie, 72222200 Services de planification de systèmes ou de technologies de l'information, 72224100 Services de planification de la mise en application de systèmes, 73300000 Conception et exécution dans le domaine de la recherche et du développement, 92521100 Services d'exposition dans les musées

5.1.2. Lieu d'exécution

Adresse postale: National museum of Finland, Mannerheimintie 34, 00100, Helsinki

Ville: Helsinki

Code postal: 00100

Subdivision pays (NUTS): Helsinki-Uusimaa (FI1B1)

Pays: Finlande

5.1.2. Lieu d'exécution

Adresse postale: Finnish heritage agency, PL 913, 00101 Helsinki

Ville: Helsinki

Code postal: 00101

Subdivision pays (NUTS): Helsinki-Uusimaa (FI1B1)

Pays: Finlande

5.1.3. Durée estimée

Autre durée: Inconnu

5.1.6. Informations générales

Participation réservée:

La participation n'est pas réservée.

Projet de passation de marché non financé par des fonds de l'UE

Le marché relève de l'accord sur les marchés publics (AMP): oui

Le marché en question convient aussi aux petites et moyennes entreprises (PME): non

5.1.7. Marché public stratégique

L'achat public innovant: Les travaux, fournitures ou services faisant l'objet du marché sont nouveaux ou sensiblement améliorés par rapport à d'autres travaux, fournitures ou services déjà présents sur le marché.

5.1.9. Critères de sélection

Sources des critères de sélection: Document de marché, Avis, Document unique de marché européen (DUME)

Critère: Références sur des livraisons spécifiées

Description du critère de sélection: Description (English): The tenderer assures it has experience in delivering at least two (2) generative media systems. References must have been done within the last five (5) years, counting from the deadline for submitting tenders.

Critère: Chiffre d'affaires annuel moyen

Description du critère de sélection: Description (English): Tenderers turnover for each of the two (2) most recent fiscal years must exceed 1 000 000 euros.

5.1.10. Critères d'attribution

Critère:

Type: Prix

Nom: Halvin hinta

Description: Halvimman kokonaishinnan saanut tarjoaja saa hinnan osalta täydet pisteet. Muiden tarjousten pisteet määräytyvät tarjotun hinnan suhteessa halvimpaan tarjoukseen kaavalla: halvin hinta / tarjottu hinta * hinnan kokonaispisteet.

Catégorie du critère d'attribution valeur fixe: Valeur fixe (total)

Nombre critère d'attribution: 12 345 678

Critère:

Type: Qualité

Nom: Laatuvaatimukset

Description: Laatuvaatimuksista tarjoajat saavat pisteitä. Laadulliset tekijät pisteytetään kohdassa "Quality Requirements".

Catégorie du critère d'attribution valeur fixe: Valeur fixe (total)

Nombre critère d'attribution: 12 345 678

5.1.11. Documents de marché

Date limite de demande d'informations complémentaires: 20/08/2026 13:00:00 (UTC+00:00)

Heure de l'Europe occidentale, GMT

Adresse des documents de marché: <https://tarjouspalvelu.fi/museovirasto?id=610535&tpk=f6f2964d-2e09-48f0-841d-2c542bf854d2>

5.1.12. Conditions du marché public

Conditions de soumission:

Soumission par voie électronique: Requise

Adresse de soumission: <https://tarjouspalvelu.fi/museovirasto?id=610535&tpk=f6f2964d-2e09-48f0-841d-2c542bf854d2>

Langues dans lesquelles les offres ou demandes de participation/candidatures peuvent être présentées: anglais

Catalogue électronique: Non autorisée

Les soumissionnaires peuvent présenter plusieurs offres: Non autorisée

Date limite de réception des offres: 07/09/2026 09:00:00 (UTC+00:00) Heure de l'Europe occidentale, GMT

Durée de validité des offres: 3 Mois

Informations relatives à l'ouverture publique:

Date d'ouverture: 07/09/2026 09:05:00 (UTC+00:00) Heure de l'Europe occidentale, GMT

Conditions du marché:

Le contrat doit être exécuté dans le cadre de programmes d'emplois protégés: Non

Facturation électronique: Requise

La commande en ligne sera utilisée: oui

Le paiement électronique sera utilisé: oui

5.1.15. Techniques

Accord-cadre:

Pas d'accord-cadre

Informations sur le système d'acquisition dynamique:

Pas de système d'acquisition dynamique

5.1.16. Informations complémentaires, médiation et recours

Organisation chargée des procédures de médiation: Markkinaoikeus

Organisation chargée des procédures de recours: Markkinaoikeus

Description des délais d'introduction des procédures de recours: Suomeksi:

Hankintapäätöksestä on oikeus tehdä valitus Markkinaoikeuteen. Valitus on tehtävä kirjallisesti 14 päivän kuluessa siitä, kun asianosainen on saanut tiedon hankintaa koskevasta päätöksestä valitusosoituksineen. Tiedoksisaantipäivää ei lasketa mukaan valitusaikaan.

Organisation qui fournit des précisions concernant l'introduction des recours: Markkinaoikeus

8. Organisations

8.1. ORG-0001

Nom officiel: Markkinaoikeus

Numéro d'enregistrement: 3006157-6

Adresse postale: Radanrakentajantie 5

Ville: Helsinki

Code postal: 00520

Subdivision pays (NUTS): Helsinki-Uusimaa (FI1B1)

Pays: Finlande

Adresse électronique: markkinaoikeus@oikeus.fi

Téléphone: +358 295643300

Adresse internet: <https://www.markkinaoikeus.fi>

Rôles de cette organisation:

Organisation chargée des procédures de recours

Organisation qui fournit des précisions concernant l'introduction des recours

Organisation chargée des procédures de médiation

8.1. ORG-0002

Nom officiel: Finnish Heritage Agency / Museovirasto

Numéro d'enregistrement: 0292559-2

Adresse postale: PL 913

Ville: Helsinki

Code postal: 00101

Subdivision pays (NUTS): Helsinki-Uusimaa (FI1B1)

Pays: Finlande

Point de contact: National Museum of Finland

Adresse électronique: hankinnat@museovirasto.fi

Téléphone: +358 295336070

Adresse internet: <http://www.museovirasto.fi>

Rôles de cette organisation:

Acheteur

8.1. ORG-0003

Nom officiel: Hansel Oy (Hilma)

Numéro d'enregistrement: FI09880841

Adresse postale: Mannerheiminaukio 1a
Ville: Helsinki
Code postal: 00100
Subdivision pays (NUTS): Helsinki-Uusimaa (FI1B1)
Pays: Finlande
Point de contact: eSender
Adresse électronique: tekninen@hankintailmoitukset.fi
Téléphone: 029 55 636 30
Adresse internet: <http://hankintailmoitukset.fi>
Rôles de cette organisation:
TED eSender

10. Changement

Version de l'avis antérieur à modifier

:

5ee357e9-712d-43bc-895a-d3932967dbc8-01

Principale raison du changement

:

Mise à jour d'informations

Description

:

The Procurement unit has decided to extend the deadline for submitting tenders to 7.9.2026.

10.1. Changement

Identifiant de la section: PROCEDURE

10.1. Changement

Identifiant de la section: LOT-0000

Informations relatives à l'avis

Identifiant/version de l'avis: e7a770a2-3ea1-4266-91a3-dbeaefe5ddb9 - 01

Type de formulaire: Mise en concurrence

Type d'avis: Avis de marché ou de concession – régime ordinaire

Sous-type d'avis: 16

Date d'envoi de l'avis: 27/08/2026 07:45:19 (UTC+00:00) Heure de l'Europe occidentale, GMT

Date et heure de transmission de l'avis (eSender): 27/08/2026 07:45:20 (UTC+00:00) Heure de l'Europe occidentale, GMT

Langues dans lesquelles l'avis en question est officiellement disponible: anglais

Numéro de publication de l'avis: 593981-2026

Numéro de publication au JO S: 166/2026

Date de publication: 28/08/2026