

607365-2026 - Mise en concurrence

Finlande – Services de télécommunications – VR-Group: Maintenance and support services of telecommunications network devices - Invitation to participate

OJ S 170/2026 03/09/2026

Avis de marché ou de concession – régime ordinaire

Services

1. Acheteur

1.1. Acheteur

Nom officiel: VR-Group Plc

Adresse électronique: info.procurement@vr.fi

Forme juridique de l'acheteur: Entreprise publique

Activité de l'entité adjudicatrice: Services de chemin de fer

2. Procédure

2.1. Procédure

Titre: 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.

Identifiant de la procédure: 902c3aaa-8d6e-450c-b2d0-0d82481c53d9

Identifiant interne: VR - IT - 2026

Type de procédure: Négociée avec publication préalable d'un appel à la concurrence / concurrentielle avec négociation

La procédure est accélérée: non

Principales caractéristiques de la procédure et informations sur l'endroit où obtenir les règles complètes applicables à la procédure: 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. Objet

Nature principale du marché: Services

Nomenclature principale (cpv): 64200000 Services de télécommunications

Nomenclature complémentaire (cpv): 51300000 Services d'installation de matériel de communications, 72000000 Services de technologies de l'information, conseil, développement de logiciels, internet et appui, 72315000 Services de gestion et d'assistance relatifs aux réseaux de données, 72318000 Services de transmission de données, 72590000 Services informatiques professionnels, 72700000 Services de réseaux informatiques, 72710000 Services de réseau local

2.1.2. Lieu d'exécution

N'importe où dans l'Espace économique européen

2.1.2. Lieu d'exécution

Pays: Suède

N'importe où dans le pays donné

2.1.2. Lieu d'exécution

Pays: Finlande

N'importe où dans le pays donné

2.1.4. Informations générales

Informations complémentaires: 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.

Base juridique:

Directive 2014/25/UE

2.1.6. Motifs d'exclusion

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

5. Lot

5.1. Lot: LOT-0000

Titre: 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.

Identifiant interne: VR - IT - 2026

5.1.1. Objet

Nature principale du marché: Services

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5.1.2. Lieu d'exécution

N'importe où dans l'Espace économique européen

5.1.2. Lieu d'exécution

Pays: Suède

N'importe où dans le pays donné

5.1.2. Lieu d'exécution

Pays: Finlande

N'importe où dans le pays donné

5.1.3. Durée estimée

Durée: 60 Mois

5.1.4. Reconduction

Nombre maximum de reconductions: 1

Autres informations sur le renouvellement: 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. Informations générales

Participation réservée:

La participation n'est pas réservée.

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

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

Informations complémentaires: 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. Marché public stratégique

Objectif social promu: Devoir de diligence en matière de droits de l'homme dans les chaînes d'approvisionnement mondiales, Conditions de travail équitables

5.1.9. Critères de sélection

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

Informations sur la seconde étape d'une procédure en deux étapes:

Nombre maximal de candidats à inviter pour la seconde étape de la procédure: 5

5.1.10. Critères d'attribution

Critère:

Type: Prix

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.

Critère:

Type: Qualité

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. Documents de marché

Langues dans lesquelles les documents de marché sont officiellement disponibles: anglais

Date limite de demande d'informations complémentaires: 16/09/2026 07:00:00 (UTC+00:00)

Heure de l'Europe occidentale, GMT

Adresse des documents de marché: <https://tarjouspalvelu.fi/vryhtymaoy?id=621176&tpk=2d3f496d-305e-4d6b-b762-914f020ea74c>

5.1.12. Conditions du marché public

Conditions de soumission:

Soumission par voie électronique: Requête

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

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

Catalogue électronique: Non autorisée

Variantes: Non autorisée

Les soumissionnaires peuvent présenter plusieurs offres: Non autorisée

Date limite de réception des demandes de participation/candidatures: 05/10/2026 07:00:00 (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

Conditions relatives à l'exécution du contrat: To the extent relevant, conditions and terms of performance will be specified during the procurement procedure in the final invitation to tender
Un accord de confidentialité est requis: oui

Informations complémentaires sur l'accord de confidentialité: 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.

Facturation électronique: Requête

La commande en ligne sera utilisée: oui

Le paiement électronique sera utilisé: oui

Arrangement financier: 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

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 recours: Markkinaoikeus
Description des délais d'introduction des procédures de recours: Organisation providing further information: VR Group Plc
Organisation qui fournit des informations complémentaires sur la procédure de passation de marché: VR-Group Plc
Organisation qui fournit des précisions concernant l'introduction des recours: VR-Group Plc

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: <http://www.oikeus.fi/markkinaoikeus>
Rôles de cette organisation:
Organisation chargée des procédures de recours

8.1. ORG-0002

Nom officiel: VR-Group Plc
Numéro d'enregistrement: 1003521-5
Adresse postale: PL 488 (Radiokatu 3)
Ville: Helsinki
Code postal: 00096
Subdivision pays (NUTS): Helsinki-Uusimaa (FI1B1)
Pays: Finlande
Point de contact: Procurement unit
Adresse électronique: info.procurement@vr.fi
Téléphone: +358 294343
Adresse internet: <http://www.vrgroup.fi>
Rôles de cette organisation:
Acheteur
Organisation qui fournit des informations complémentaires sur la procédure de passation de marché
Organisation qui fournit des précisions concernant l'introduction des recours

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

Informations relatives à l'avis

Identifiant/version de l'avis: 74519d47-0e13-4416-bcc7-a0d5a73b8b95 - 01

Type de formulaire: Mise en concurrence

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

Sous-type d'avis: 17

Date d'envoi de l'avis: 02/09/2026 11:14:07 (UTC+00:00) Heure de l'Europe occidentale, GMT

Date et heure de transmission de l'avis (eSender): 02/09/2026 11:14:09 (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: 607365-2026

Numéro de publication au JO S: 170/2026

Date de publication: 03/09/2026