

593981-2026 - Gara

Finlandia – Servizi informatici: consulenza, sviluppo di software, Internet e supporto – Digital exhibition design, software development and production for the reopening exhibition for the National Museum of Finland.

OJ S 166/2026 28/08/2026

**Bando di gara o di concessione – regime ordinario - Avviso di rettifica
Servizi**

1. Committente

1.1. Committente

Nome ufficiale: Finnish Heritage Agency / Museovirasto

E-mail: hankinnat@museovirasto.fi

Forma giuridica del committente: Organismo di diritto pubblico

Attività dell'amministrazione aggiudicatrice: Servizi generali delle amministrazioni pubbliche

2. Procedura

2.1. Procedura

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

Descrizione: 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.

Identificativo della procedura: d090c66f-fef3-4e35-b5a0-1bf61475478a

Identificativo interno: 610535

Tipo di procedura: Aperta

La procedura è accelerata: no

2.1.1. Finalità

Natura dell'appalto: Servizi

Classificazione principale (cpv): 72000000 Servizi informatici: consulenza, sviluppo di software, Internet e supporto

Classificazione aggiuntiva (cpv): 72200000 Programmazione di software e servizi di consulenza, 72212100 Servizi di programmazione di software specifici per l'industria, 72222200 Servizi di programmazione di sistemi o tecnologie dell'informazione, 72224100 Servizi di programmazione per l'implementazione di sistemi, 73300000 Progettazione e realizzazione di ricerca e sviluppo, 92521100 Servizi di esposizione in musei

2.1.2. Luogo di esecuzione

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

Località: Helsinki

Codice postale: 00100

Suddivisione del paese (NUTS): Helsinki-Uusimaa (FI1B1)

Paese: Finlandia

2.1.2. Luogo di esecuzione

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

Località: Helsinki

Codice postale: 00101

Suddivisione del paese (NUTS): Helsinki-Uusimaa (FI1B1)

Paese: Finlandia

2.1.4. Informazioni generali

Base giuridica:

Direttiva 2014/24/UE

2.1.6. Motivi di esclusione

Fonti dei motivi di esclusione: Documento di gara, Avviso, Documento di gara unico europeo (DGUE)

Corruzione: 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.

Frode: 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.

Riciclaggio di proventi di attività criminose o finanziamento del terrorismo: 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.

Partecipazione a un'organizzazione criminale: 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.

Reati terroristici o reati connessi alle attività terroristiche: 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.

Lavoro minorile e altre forme di tratta di esseri umani: 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.

Violazione di obblighi in materia di diritto ambientale: The economic operator has breached its obligations in the field of environmental law.

Violazione degli obblighi in materia di diritto del lavoro: The economic operator has breached its obligations in the field of labour law.

Violazione degli obblighi in materia di diritto sociale: The economic operator has breached its obligations in the field of social law.

Accordi con altri operatori economici intesi a falsare la concorrenza: The economic operator has entered into agreements with other economic operators aimed at distorting competition.

Grave illecito professionale: The economic operator is guilty of grave professional misconduct. False dichiarazioni, omessa informazione, incapacità di fornire i documenti richiesti o acquisizione di informazioni confidenziali in merito alla procedura in questione: 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.

Conflitto di interessi legato alla partecipazione alla procedura di appalto: 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.

Partecipazione diretta o indiretta alla preparazione della procedura di appalto: 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.

Cessazione anticipata, risarcimento danni o altre sanzioni comparabili: 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.

Violazione degli obblighi connessi a motivi di esclusione previsti esclusivamente dalla legislazione nazionale: 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.

Violazione dell'obbligo di pagamento dei contributi previdenziali: 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.

Violazione dell'obbligo di pagamento delle imposte: 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.

Cessazione di attività: The business activities of the economic operator are suspended.

Fallimento: The economic operator is bankrupt.

Concordato preventivo con i creditori: The economic operator is in arrangement with creditors.

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

Amministrazione controllata: The assets of the economic operator are being administered by a liquidator or by the court.

Situazione analoga al fallimento ai sensi della normativa nazionale: The economic operator is in any analogous situation like bankruptcy arising from a similar procedure under national laws and regulations.

5. Lotto

5.1. Lotto: LOT-0000

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

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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.

Identificativo interno: 610535

5.1.1. Finalità

Natura dell'appalto: Servizi

Classificazione principale (cpv): 72000000 Servizi informatici: consulenza, sviluppo di software, Internet e supporto

Classificazione aggiuntiva (cpv): 72200000 Programmazione di software e servizi di consulenza, 72212100 Servizi di programmazione di software specifici per l'industria, 72222200 Servizi di programmazione di sistemi o tecnologie dell'informazione, 72224100 Servizi di programmazione per l'implementazione di sistemi, 73300000 Progettazione e realizzazione di ricerca e sviluppo, 92521100 Servizi di esposizione in musei

5.1.2. Luogo di esecuzione

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

Località: Helsinki

Codice postale: 00100

Suddivisione del paese (NUTS): Helsinki-Uusimaa (FI1B1)

Paese: Finlandia

5.1.2. Luogo di esecuzione

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

Località: Helsinki

Codice postale: 00101

Suddivisione del paese (NUTS): Helsinki-Uusimaa (FI1B1)

Paese: Finlandia

5.1.3. Durata stimata

Durata: altro: Sconosciuto

5.1.6. Informazioni generali

Partecipazione riservata:

La partecipazione non è riservata.

Progetto di appalto non finanziato con fondi UE

L'appalto è soggetto all'accordo sugli appalti pubblici (AAP): sì

L'appalto si addice anche alle piccole e medie imprese (PMI): no

5.1.7. Appalto strategico

Appalti per l'innovazione: I lavori, le forniture o i servizi oggetto dell'appalto sono nuovi o sensibilmente migliorati rispetto ad altri lavori, forniture o servizi già presenti sul mercato.

5.1.9. Criteri di selezione

Fonti dei criteri di selezione: Documento di gara, Avviso, Documento di gara unico europeo (DGUE)

Criterio: Referenze su forniture specifiche

Descrizione del criterio di selezione: 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.

Criterio: Fatturato annuo medio

Descrizione del criterio di selezione: Description (English): Tenderers turnover for each of the two (2) most recent fiscal years must exceed 1 000 000 euros.

5.1.10. Criteri di aggiudicazione

Criterio:

Tipo: Prezzo

Nome: Halvin hinta

Descrizione: 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.

Categoria del criterio di aggiudicazione valore fisso: Valore fisso (totale)

Criterio di aggiudicazione: numero: 12 345 678

Criterio:

Tipo: Qualità

Nome: Laatuvaatimukset

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

Categoria del criterio di aggiudicazione valore fisso: Valore fisso (totale)

Criterio di aggiudicazione: numero: 12 345 678

5.1.11. Documenti di gara

Termine per la richiesta di informazioni supplementari: 20/08/2026 13:00:00 (UTC+00:00) ora dell'Europa occidentale, GMT

Indirizzo dei documenti di gara: <https://tarjouspalvelu.fi/museovirasto?id=610535&tpk=f6f2964d-2e09-48f0-841d-2c542bf854d2>

5.1.12. Condizioni di appalto

Modalità di presentazione:

Presentazione elettronica delle offerte: Obbligatoria

Indirizzo per la presentazione: <https://tarjouspalvelu.fi/museovirasto?id=610535&tpk=f6f2964d-2e09-48f0-841d-2c542bf854d2>

Lingue in cui possono essere presentate le offerte o le domande di partecipazione: inglese

Catalogo elettronico: Non consentita

Gli offerenti possono presentare più di un'offerta: Non consentita

Termine per il ricevimento delle offerte: 07/09/2026 09:00:00 (UTC+00:00) ora dell'Europa occidentale, GMT

Durata durante la quale l'offerta deve rimanere valida: 3 Mesi

Informazioni sull'apertura pubblica delle offerte:

Data di apertura: 07/09/2026 09:05:00 (UTC+00:00) ora dell'Europa occidentale, GMT

Condizioni contrattuali:

L'esecuzione dell'appalto deve avvenire nel contesto di programmi di lavoro protetti: No

Fatturazione elettronica: Obbligatoria

Si farà ricorso all'ordinazione elettronica: sì

Sarà utilizzato il pagamento elettronico: sì

5.1.15. Tecniche

Accordo quadro:

Nessun accordo quadro

Informazioni sul sistema dinamico di acquisizione:

Nessun sistema dinamico di acquisizione

5.1.16. Ulteriori informazioni, mediazione e ricorsi

Organizzazione di mediazione: Markkinaoikeus
Organizzazione competente per i ricorsi: Markkinaoikeus
Informazioni sui termini per il riesame: 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.
Organizzazione alla quale rivolgersi per informazioni complementari sulle procedure di ricorso: Markkinaoikeus

8. Organizzazioni

8.1. ORG-0001

Nome ufficiale: Markkinaoikeus
Numero di registrazione: 3006157-6
Indirizzo postale: Radanrakentajantie 5
Località: Helsinki
Codice postale: 00520
Suddivisione del paese (NUTS): Helsinki-Uusimaa (FI1B1)
Paese: Finlandia
E-mail: markkinaoikeus@oikeus.fi
Telefono: +358 295643300
Indirizzo internet: <https://www.markkinaoikeus.fi>

Ruoli di questa organizzazione:

Organizzazione competente per i ricorsi
Organizzazione alla quale rivolgersi per informazioni complementari sulle procedure di ricorso
Organizzazione di mediazione

8.1. ORG-0002

Nome ufficiale: Finnish Heritage Agency / Museovirasto
Numero di registrazione: 0292559-2
Indirizzo postale: PL 913
Località: Helsinki
Codice postale: 00101
Suddivisione del paese (NUTS): Helsinki-Uusimaa (FI1B1)
Paese: Finlandia
Referente: National Museum of Finland
E-mail: hankinnat@museovirasto.fi
Telefono: +358 295336070
Indirizzo internet: <http://www.museovirasto.fi>

Ruoli di questa organizzazione:

Committente

8.1. ORG-0003

Nome ufficiale: Hansel Oy (Hilma)
Numero di registrazione: FI09880841
Indirizzo postale: Mannerheiminaukio 1a
Località: Helsinki
Codice postale: 00100
Suddivisione del paese (NUTS): Helsinki-Uusimaa (FI1B1)
Paese: Finlandia

Referente: eSender
E-mail: tekninen@hankintailmoitukset.fi
Telefono: 029 55 636 30
Indirizzo internet: <http://hankintailmoitukset.fi>
Ruoli di questa organizzazione:
TED eSender

10. Modifica

Versione dell'avviso precedente da modificare

:

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

Motivo principale della modifica

:

Aggiornamento informazioni

Descrizione

:

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

10.1. Modifica

Identificativo della sezione: PROCEDURE

10.1. Modifica

Identificativo della sezione: LOT-0000

Informazioni sull'avviso

Identificativo/versione dell'avviso: e7a770a2-3ea1-4266-91a3-dbeae5ddb9 - 01

Tipo di formulario: Gara

Tipo di avviso: Bando di gara o di concessione – regime ordinario

Sottotipo di avviso: 16

Data di trasmissione dell'avviso: 27/08/2026 07:45:19 (UTC+00:00) ora dell'Europa occidentale, GMT

Data di trasmissione da parte dell'eSender dell'avviso o bando: 27/08/2026 07:45:20 (UTC+00:00) ora dell'Europa occidentale, GMT

Lingue in cui il presente avviso è ufficialmente disponibile: inglese

Numero di pubblicazione dell'avviso: 593981-2026

Numero dell'edizione della GU S: 166/2026

Data di pubblicazione: 28/08/2026