

537409-2026 - Mededinging

Finland – IT-diensten: adviezen, softwareontwikkeling, internet en ondersteuning – Digital exhibition design, software development and production for the reopening exhibition for the National Museum of Finland.

OJ S 148/2026 04/08/2026

**Aankondiging van een opdracht of concessie – standaardregeling
Diensten**

1. Koper

1.1. Koper

Officiële naam: Finnish Heritage Agency / Museovirasto

E-mail: hankinnat@museovirasto.fi

Rechtsvorm van de koper: Publiekrechtelijke instelling

Activiteit van de aanbestedende dienst: Algemene overheidsdiensten

2. Procedure

2.1. Procedure

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

Beschrijving: 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.

Identificatiecode van de procedure: d090c66f-fef3-4e35-b5a0-1bf61475478a

Interne identificatiecode: 610535

Type procedure: Openbaar

De procedure wordt versneld: neen

2.1.1. Doel

Aard van het contract: Diensten

Belangrijkste classificatie (cpv): 72000000 IT-diensten: adviezen, softwareontwikkeling, internet en ondersteuning

Aanvullende classificatie (cpv): 72200000 Softwareprogrammering en -advies, 72212100 Diensten voor ontwikkeling van speciale software voor de industrie, 72222200 Planning in verband met informatiesystemen of -technologie, 72224100 Planning van systeemimplementatie, 73300000 Planning en uitvoering van onderzoek en ontwikkeling, 92521100 Diensten voor museumexposities

2.1.2. Plaats van uitvoering

Postadres: National museum of Finland, Mannerheimintie 34, 00100, Helsinki

Stad: Helsinki

Postcode: 00100

Onderverdeling land (NUTS): Helsinki-Uusimaa (FI1B1)

Land: Finland

2.1.2. Plaats van uitvoering

Postadres: Finnish heritage agency, PL 913, 00101 Helsinki

Stad: Helsinki

Postcode: 00101

Onderverdeling land (NUTS): Helsinki-Uusimaa (FI1B1)

Land: Finland

2.1.4. Algemene informatie

Rechtsgrondslag:

Richtlijn 2014/24/EU

2.1.6. Gronden voor uitsluiting

Bronnen voor uitsluitingsgronden: Aanbestedingsstuk, Aankondiging, Uniform Europees Aanbestedingsdocument (UEA)

Corruptie: 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.

Witwassen van geld of financiering van 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.

Deelname aan een criminele organisatie: 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.

Terroristische misdrijven of strafbare feiten in verband met terroristische activiteiten: 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.

Kinderarbeid en andere vormen van mensenhandel: 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.

Niet-nakoming van verplichtingen op het gebied van milieurecht: The economic operator has breached its obligations in the field of environmental law.

Niet-nakoming van verplichtingen op het gebied van arbeidsrecht: The economic operator has breached its obligations in the field of labour law.

Niet-nakoming van verplichtingen op het gebied van sociaal recht: The economic operator has breached its obligations in the field of social law.

Vervalsing van de mededinging: The economic operator has entered into agreements with other economic operators aimed at distorting competition.

Ernstige beroepsfout: The economic operator is guilty of grave professional misconduct. Gaf valse verklaringen af, hield informatie achter, was niet in staat vereiste documenten te verstrekken of verkreeg vertrouwelijke informatie over deze procedure: 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.

Belangenconflict als gevolg van deelneming aan de aanbestedingsprocedure: 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.

Directe of indirecte betrokkenheid bij de voorbereiding van deze aanbestedingsprocedure: 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.

Voortijdige beëindiging, schadevergoeding of andere vergelijkbare sancties: 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.

Niet-nakoming van verplichtingen op grond van louter nationale uitsluitingsgronden: Any person who is a member of the economic operator's 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 work safety offence, working hours offence, work discrimination, extortionate work discrimination, violation of the right to organise or unauthorised use of foreign labour.

Niet-nakoming van de verplichting tot betaling van socialezekerheidsbijdragen: 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.

Niet-nakoming van de verplichting tot betaling van belastingen: 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.

Staking van bedrijfsactiviteiten: The business activities of the economic operator are suspended.

Faillissement: The economic operator is bankrupt.

Regeling met schuldeisers: The economic operator is in arrangement with creditors.

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

Activa beheerd door vereffenaar: The assets of the economic operator are being administered by a liquidator or by the court.

Met faillissement vergelijkbare toestand uit hoofde van nationale recht: The economic operator is in any analogous situation like bankruptcy arising from a similar procedure under national laws and regulations.

5. Perceel

5.1. Perceel: LOT-0000

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

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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.
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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.

Interne identificatiecode: 610535

5.1.1. Doel

Aard van het contract: Diensten

Belangrijkste classificatie (cpv): 72000000 IT-diensten: adviezen, softwareontwikkeling, internet en ondersteuning

Aanvullende classificatie (cpv): 72200000 Softwareprogrammering en -advies, 72212100 Diensten voor ontwikkeling van speciale software voor de industrie, 72222200 Planning in verband met informatiesystemen of -technologie, 72224100 Planning van systeemimplementatie, 73300000 Planning en uitvoering van onderzoek en ontwikkeling, 92521100 Diensten voor museumexposities

5.1.2. Plaats van uitvoering

Postadres: National museum of Finland, Mannerheimintie 34, 00100, Helsinki

Stad: Helsinki

Postcode: 00100

Onderverdeling land (NUTS): Helsinki-Uusimaa (FI1B1)

Land: Finland

5.1.2. Plaats van uitvoering

Postadres: Finnish heritage agency, PL 913, 00101 Helsinki

Stad: Helsinki

Postcode: 00101

Onderverdeling land (NUTS): Helsinki-Uusimaa (FI1B1)

Land: Finland

5.1.3. Geraamde duur

Andere looptijd: Onbekend

5.1.6. Algemene informatie

Voorbehouden deelname:

Deelname is niet voorbehouden.

Aanbestedingsproject dat niet uit EU-fondsen wordt gefinancierd

De aanbesteding valt onder de Overeenkomst inzake overheidsopdrachten (GPA): ja

Deze aanbesteding is ook geschikt voor kleine en middelgrote ondernemingen (kmo's): neen

5.1.7. Strategische aanbestedingen

Innovatiegericht aanbesteden: De aanbestede werken, leveringen of diensten zijn nieuw of aanzienlijk verbeterd ten opzichte van andere werken, leveringen of diensten die reeds op de markt zijn.

5.1.9. Selectiecriteria

Bronnen van selectiecriteria: Aanbestedingsstuk, Aankondiging, Uniform Europees Aanbestedingsdocument (UEA)

Criterium: Referenties voor gespecificeerde leveringen

Beschrijving van het selectie criterium: 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.

Criterium: Gemiddelde jaarlijkse omzet

Beschrijving van het selectiecriteria: Description (English): Tenderers turnover for each of the two (2) most recent fiscal years must exceed 1 000 000 euros.

5.1.10. **Gunningscriteria**

Criterium:

Type: Prijs

Naam: Halvin hinta

Beschrijving: 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.

Categorie van het gunningscriterium vaste waarde: Vaste waarde (totaal)

Gunningscriterium numerieke waarde: 12 345 678

Criterium:

Type: Kwaliteit

Naam: Laatuvaatimukset

Beschrijving: Laatuvaatimuksista tarjoajat saavat pisteitä. Laadulliset tekijät pisteytetään

kohdassa "Quality Requirements".

Categorie van het gunningscriterium vaste waarde: Vaste waarde (totaal)

Gunningscriterium numerieke waarde: 12 345 678

5.1.11. **Aanbestedingsstukken**

Termijn voor verzoeken om aanvullende informatie: 20/08/2026 13:00:00 (UTC+00:00) West-Europese tijd, GMT

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

5.1.12. **Voorwaarden van de aanbesteding**

Voorwaarden voor indiening:

Elektronische indiening: Vereist

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

Talen waarin inschrijvingen of verzoeken tot deelname kunnen worden ingediend: Engels

Elektronische catalogus: Niet toegestaan

Inschrijvers mogen meer dan één inschrijving indienen: Niet toegestaan

Uiterste datum voor de ontvangst van inschrijvingen: 02/09/2026 09:00:00 (UTC+00:00) West-Europese tijd, GMT

Duur waarin de aanbieding geldig moet blijven: 3 Maanden

Informatie over de openbare opening:

Openingsdatum: 02/09/2026 09:05:00 (UTC+00:00) West-Europese tijd, GMT

Voorwaarden van het contract:

De uitvoering van de opdracht moet plaatsvinden binnen het kader van programma's voor maatwerkbedrijven: Neen

Elektronische facturering: Vereist

Er zal worden gebruikgemaakt van elektronische orderplaatsing: ja

Er zal worden gebruikgemaakt van elektronische betaling: ja

5.1.15. **Technieken**

Raamovereenkomst:

Geen raamovereenkomst

Informatie over het dynamische aankoopstelsel:

Geen dynamisch aankoopstelsel

5.1.16. Nadere inlichtingen, bemiddeling en evaluatie

Bemiddelingsorganisatie: Markkinaoikeus

Organisatie voor beroepsprocedures: Markkinaoikeus

Informatie over de termijnen voor beroep: 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.

Organisatie die meer informatie geeft over beroepsprocedures: Markkinaoikeus

8. Organisaties

8.1. ORG-0001

Officiële naam: Markkinaoikeus

Registratienummer: 3006157-6

Postadres: Radanrakentajantie 5

Stad: Helsinki

Postcode: 00520

Onderverdeling land (NUTS): Helsinki-Uusimaa (FI1B1)

Land: Finland

E-mail: markkinaoikeus@oikeus.fi

Telefoon: +358 295643300

Internetadres: <https://www.markkinaoikeus.fi>

Rollen van deze organisatie:

Organisatie voor beroepsprocedures

Organisatie die meer informatie geeft over beroepsprocedures

Bemiddelingsorganisatie

8.1. ORG-0002

Officiële naam: Finnish Heritage Agency / Museovirasto

Registratienummer: 0292559-2

Postadres: PL 913

Stad: Helsinki

Postcode: 00101

Onderverdeling land (NUTS): Helsinki-Uusimaa (FI1B1)

Land: Finland

Contactpunt: National Museum of Finland

E-mail: hankinnat@museovirasto.fi

Telefoon: +358 295336070

Internetadres: <http://www.museovirasto.fi>

Rollen van deze organisatie:

Koper

8.1. ORG-0003

Officiële naam: Hansel Oy (Hilma)

Registratienummer: FI09880841

Postadres: Mannerheiminaukio 1a

Stad: Helsinki

Postcode: 00100

Onderverdeling land (NUTS): Helsinki-Uusimaa (FI1B1)

Land: Finland

Contactpunt: eSender

E-mail: tekninen@hankintailmoitukset.fi

Telefoon: 029 55 636 30

Internetadres: <http://hankintailmoitukset.fi>

Rollen van deze organisatie:

TED eSender

Informatie over een aankondiging

Identificatiecode/versie van de aankondiging: 5ee357e9-712d-43bc-895a-d3932967dbc8 - 01

Type formulier: Mededinging

Type aankondiging: Aankondiging van een opdracht of concessie – standaardregeling

Subtype aankondiging: 16

Verzenddatum van de aankondiging: 31/07/2026 13:17:15 (UTC+00:00) West-Europese tijd, GMT

Aankondiging datum verzending (eSender): 31/07/2026 13:17:16 (UTC+00:00) West-Europese tijd, GMT

Talen waarin deze aankondiging officieel beschikbaar is: Engels

Publicatienummer aankondiging: 537409-2026

Nummer uitgave PB S: 148/2026

Datum van bekendmaking: 04/08/2026