

607365-2026 - Mededinging

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

OJ S 170/2026 03/09/2026

Aankondiging van een opdracht of concessie – standaardregeling Diensten

1. Koper

1.1. Koper

Officiële naam: VR-Group Plc

E-mail: info.procurement@vr.fi

Rechtsvorm van de koper: Overheidsonderneming

Activiteit van de aanbestedende instantie: Spoorwegdiensten

2. Procedure

2.1. Procedure

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

Beschrijving: 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.

Identificatiecode van de procedure: 902c3aaa-8d6e-450c-b2d0-0d82481c53d9

Interne identificatiecode: VR - IT - 2026

Type procedure: Onderhandelingsprocedure met voorafgaande oproep tot mededinging / mededingingsprocedure met onderhandeling

De procedure wordt versneld: neen

Belangrijkste kenmerken van de 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. Doel

Aard van het contract: Diensten

Belangrijkste classificatie (cpv): 64200000 Telecommunicatiediensten

Aanvullende classificatie (cpv): 51300000 Installatie van communicatie-uitrusting, 72000000 IT-diensten: adviezen, softwareontwikkeling, internet en ondersteuning, 72315000 Beheer van datanetwerken en ondersteunende diensten, 72318000 Datatransmissiediensten, 72590000 Professionele dienstverlening in verband met computers, 72700000 Computernetwerkdiensten, 72710000 LAN-diensten

2.1.2. Plaats van uitvoering

Overal in de Europese Economische Ruimte

2.1.2. Plaats van uitvoering

Land: Zweden

Overal in het desbetreffende land

2.1.2. Plaats van uitvoering

Land: Finland

Overal in het desbetreffende land

2.1.4. Algemene informatie

Aanvullende informatie: 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.

Rechtsgrondslag:

Richtlijn 2014/25/EU

2.1.6. Gronden voor uitsluiting

Bronnen voor uitsluitingsgronden: Uniform Europees Aanbestedingsdocument (UEA)

5. Perceel

5.1. Perceel: LOT-0000

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

Beschrijving: 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.
Interne identificatiecode: VR - IT - 2026

5.1.1. Doel

Aard van het contract: Diensten

Belangrijkste classificatie (cpv): 64200000 Telecommunicatiediensten

Aanvullende classificatie (cpv): 51300000 Installatie van communicatie-uitrusting, 72000000 IT-diensten: adviezen, softwareontwikkeling, internet en ondersteuning, 72315000 Beheer van datanetwerken en ondersteunende diensten, 72318000 Datatransmissiediensten, 72590000 Professionele dienstverlening in verband met computers, 72700000 Computernetwerkdiensten , 72710000 LAN-diensten

5.1.2. Plaats van uitvoering

Overal in de Europese Economische Ruimte

5.1.2. Plaats van uitvoering

Land: Zweden

Overal in het desbetreffende land

5.1.2. Plaats van uitvoering

Land: Finland

Overal in het desbetreffende land

5.1.3. Geraamde duur

Looptijd: 60 Maanden

5.1.4. Verlenging

Maximumaantal verlengingen: 1

Overige informatie over verlengingen: 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. Algemene informatie

Voorbehouden deelname:

Deelname is niet voorbehouden.

De aanbesteding valt onder de Overeenkomst inzake overheidsopdrachten (GPA): ja
Deze aanbesteding is ook geschikt voor kleine en middelgrote ondernemingen (kmo's): ja
Aanvullende informatie: 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. Strategische aanbestedingen

Bevorderde sociale doelstelling: Zorgvuldigheid inzake de mensenrechten in wereldwijde toeleveringsketens, Billijke arbeidsvoorwaarden

5.1.9. Selectiecriteria

Bronnen van selectiecriteria: Uniform Europees Aanbestedingsdocument (UEA)

Informatie over de tweede fase van een procedure in twee fasen:

Maximumaantal gegadigden dat voor de tweede fase van de procedure kan worden uitgenodigd: 5

5.1.10. Gunningscriteria

Criterium:

Type: Prijs

Beschrijving: 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.

Criterium:

Type: Kwaliteit

Beschrijving: 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. Aanbestedingsstukken

Talen waarin de aanbestedingsstukken officieel beschikbaar zijn: Engels

Termijn voor verzoeken om aanvullende informatie: 16/09/2026 07:00:00 (UTC+00:00) West-Europese tijd, GMT

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

5.1.12. Voorwaarden van de aanbesteding

Voorwaarden voor indiening:

Elektronische indiening: Vereist

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

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

Elektronische catalogus: Niet toegestaan

Varianten: Niet toegestaan

Inschrijvers mogen meer dan één inschrijving indienen: Niet toegestaan

Uiterste datum voor de ontvangst van verzoeken tot deelname: 05/10/2026 07:00:00 (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

Voorwaarden met betrekking tot de uitvoering van de opdracht: To the extent relevant, conditions and terms of performance will be specified during the procurement procedure in the final invitation to tender

Een geheimhoudingsovereenkomst is vereist: ja

Nadere inlichtingen over de geheimhoudingsovereenkomst: 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.

Elektronische facturering: Vereist

Er zal worden gebruikgemaakt van elektronische orderplaatsing: ja

Er zal worden gebruikgemaakt van elektronische betaling: ja

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

5.1.15. Technieken

Raamovereenkomst:

Geen raamovereenkomst

Informatie over het dynamische aankoopstelsel:

Geen dynamisch aankoopstelsel

5.1.16. Nadere inlichtingen, bemiddeling en evaluatie

Organisatie voor beroepsprocedures: Markkinaoikeus

Informatie over de termijnen voor beroep: Organisation providing further information: VR Group Plc

Organisatie die nadere inlichtingen over de aanbestedingsprocedure verstrekt: VR-Group Plc

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: <http://www.oikeus.fi/markkinaoikeus>

Rollen van deze organisatie:

Organisatie voor beroepsprocedures

8.1. ORG-0002

Officiële naam: VR-Group Plc

Registratienummer: 1003521-5

Postadres: PL 488 (Radiokatu 3)

Stad: Helsinki

Postcode: 00096

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

Land: Finland

Contactpunt: Procurement unit

E-mail: info.procurement@vr.fi

Telefoon: +358 294343

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

Rollen van deze organisatie:

Koper

Organisatie die nadere inlichtingen over de aanbestedingsprocedure verstrekt

Organisatie die meer informatie geeft over beroepsprocedures

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

Type formulier: Mededinging

Type aankondiging: Aankondiging van een opdracht of concessie – standaardregeling

Subtype aankondiging: 17

Verzenddatum van de aankondiging: 02/09/2026 11:14:07 (UTC+00:00) West-Europese tijd, GMT

Aankondiging datum verzending (eSender): 02/09/2026 11:14:09 (UTC+00:00) West-Europese tijd, GMT

Talen waarin deze aankondiging officieel beschikbaar is: Engels

Publicatienummer aankondiging: 607365-2026

Nummer uitgave PB S: 170/2026

Datum van bekendmaking: 03/09/2026