

607365-2026 - Konkurrensetsättning

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

OJ S 170/2026 03/09/2026

Meddelande om upphandling eller koncession – standardsystem

Tjänster

1. Upphandlare

1.1. Upphandlare

Officiellt namn: VR-Group Plc

E-postadress: info.procurement@vr.fi

Köparens rättsliga status: Offentligt företag

Den upphandlande enhetens verksamhet: Järnvägstjänster

2. Förfarande

2.1. Förfarande

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

Beskrivning: 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.

Förfarandets identifierare: 902c3aaa-8d6e-450c-b2d0-0d82481c53d9

Intern identifierare: VR - IT - 2026

Typ av förfarande: Förhandlat förfarande med föregående meddelande om upphandling/under konkurrens

Förfarandet är påskyndat: nej

Förfarandets viktigaste kännetecken: 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. Föremålet för upphandlingen

Kontraktets art: Tjänster

Huvudklassificering (cpv): 64200000 Telekommunikationstjänster

Ytterligare klassificering (cpv): 51300000 Installation av kommunikationsutrustning, 72000000

IT-tjänster: konsultverksamhet, programvaruutveckling, Internet och stöd, 72315000 Hantering av datanät och stödtjänster, 72318000 Dataöverföring, 72590000 Professionella datorrelaterade tjänster, 72700000 Datanätstjänster, 72710000 Tjänster för lokalt datanät

2.1.2. Leveransplats

Var som helst inom Europeiska ekonomiska samarbetsområdet

2.1.2. Leveransplats

Land: Sverige

Var som helst i det aktuella landet

2.1.2. Leveransplats

Land: Finland

Var som helst i det aktuella landet

2.1.4. Allmänna upplysningar

Kompletterande information: 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.

Rättslig grund:

Direktiv 2014/25/EU

2.1.6. Uteslutningsgrunder

Källor till uteslutningsgrunder: Europeiskt enhetligt upphandlingsdokument

5. Del (anbudsområde)

5.1. Del (anbudsområde): LOT-0000

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

Beskrivning: 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.

Intern identifierare: VR - IT - 2026

5.1.1. Föremålet för upphandlingen

Kontraktets art: Tjänster

Huvudklassificering (cpv): 64200000 Telekommunikationstjänster

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5.1.2. Leveransplats

Var som helst inom Europeiska ekonomiska samarbetsområdet

5.1.2. Leveransplats

Land: Sverige

Var som helst i det aktuella landet

5.1.2. Leveransplats

Land: Finland

Var som helst i det aktuella landet

5.1.3. Uppskattad löptid

Varaktighet: 60 Månader

5.1.4. Förlängning

Högst antal förlängningar: 1

Ytterligare information om förlängningar: 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. Allmänna upplysningar

Reserverad upphandling:

Deltagande är inte reserverat.

Upphandlingen omfattas av Världshandelsorganisationens avtal om offentlig upphandling, GPA
: ja

Upphandlingen är också lämplig för små och medelstora företag: ja

Kompletterande information: 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. Strategisk upphandling

Socialt mål som främjas: Tillbörlig aktsamhet i fråga om mänskliga rättigheter i globala leveranskedjor, Rättvisa arbetsvillkor

5.1.9. Urvalskriterier

Källor till urvalskriterier: Europeiskt enhetligt upphandlingsdokument

Information om det andra steget i ett förfarande med två steg:

Högsta antalet anbudssökande som inbjuds att delta i andra steget i förfarandet: 5

5.1.10. Tilldelningskriterier

Kriterium:

Typ: Pris

Beskrivning: 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.

Kriterium:

Typ: Kvalitet

Beskrivning: 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. Upphandlingsdokument

Språk som upphandlingsdokumenten är officiellt tillgängliga på: engelska

Sista dag för att begära kompletterande information: 16/09/2026 07:00:00 (UTC+00:00)

Västeuropeisk tid

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

5.1.12. Upphandlingsvillkor

Villkor för inlämning:

Elektronisk inlämning: Krävs

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

De språk som kan användas i anbudena eller anbudsansökningarna: engelska

Elektronisk katalog: Ej tillåten

Alternativa anbud: Ej tillåten

Anbudsgivare får lämna in fler än ett anbud: Ej tillåten

Tidsfrist för mottagande av anbudsansökningar: 05/10/2026 07:00:00 (UTC+00:00)

Västeuropeisk tid

Kontraktsvillkor:

Kontraktet måste genomföras inom ramen för program för skyddad anställning: Nej

Villkor som gäller genomförandet av kontraktet: To the extent relevant, conditions and terms of performance will be specified during the procurement procedure in the final invitation to tender

Sekretessavtal krävs: ja

Kompletterande information om sekretessavtalet: 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.

Elektronisk fakturering: Krävs

Elektronisk beställning kommer att användas: ja

Elektronisk betalning kommer att användas: ja

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

5.1.15. Metoder

Ramavtal:

Upphandlingen avser inte ett ramavtal

Information om det dynamiska inköpssystemet:

Upphandlingen avser inte ett dynamiskt inköpssystem

5.1.16. Kompletterande information, medling och prövning

Prövningsorganisation: Markkinaoikeus

Information om tidsfrist för prövning: Organisation providing further information: VR Group Plc

Organisation som ger kompletterande information om upphandlingsförfarandet: VR-Group Plc

Organisation som ger mer information om prövningsförfaranden: VR-Group Plc

8. Organisationer

8.1. ORG-0001

Officiellt namn: Markkinaoikeus
Registreringsnummer: 3006157-6
Postadress: Radanrakentajantie 5
Ort: Helsinki
Postnummer: 00520
Del av land (NUTS): Helsinki-Uusimaa (FI1B1)
Land: Finland
E-postadress: markkinaoikeus@oikeus.fi
Tfn: +358 295643300
Webbadress: <http://www.oikeus.fi/markkinaoikeus>

Den här organisationens roller:

Prövningsorganisation

8.1. ORG-0002

Officiellt namn: VR-Group Plc
Registreringsnummer: 1003521-5
Postadress: PL 488 (Radiokatu 3)
Ort: Helsinki
Postnummer: 00096
Del av land (NUTS): Helsinki-Uusimaa (FI1B1)
Land: Finland
Kontaktpunkt: Procurement unit
E-postadress: info.procurement@vr.fi
Tfn: +358 294343
Webbadress: <http://www.vrgroup.fi>

Den här organisationens roller:

Upphandlare

Organisation som ger kompletterande information om upphandlingsförfarandet

Organisation som ger mer information om provningsförfaranden

8.1. ORG-0003

Officiellt namn: Hansel Oy (Hilma)
Registreringsnummer: FI09880841
Postadress: Mannerheiminaukio 1a
Ort: Helsinki
Postnummer: 00100
Del av land (NUTS): Helsinki-Uusimaa (FI1B1)
Land: Finland
Kontaktpunkt: eSender
E-postadress: tekninen@hankintailmoitukset.fi
Tfn: 029 55 636 30
Webbadress: <http://hankintailmoitukset.fi>

Den här organisationens roller:

TED eSender

Information om meddelandet

Identifierare/version för meddelandet: 74519d47-0e13-4416-bcc7-a0d5a73b8b95 - 01

Formulärtyp: Konkurrensutsättning

Meddelandetyp: Meddelande om upphandling eller koncession – standardsystem

Meddelandets undertyp: 17

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Språk som det här meddelandet finns officiellt tillgängligt på: engelska

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