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**Finland-Nokia: Customer services
2022/S 060-156912**

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1) Name and addresses

Official name: Nokian kaupunki
National registration number: 0205717-4
Postal address: Harjukatu 23
Town: Nokia
NUTS code: FI197 Pirkanmaa
Postal code: 37100
Country: Finland
Contact person: Riitta Hälli
E-mail: riitta.halli@nokiankaupunki.fi
Telephone: +358 356520000

Internet address(es):

Main address: <http://www.nokiankaupunki.fi>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://tarjouspalvelu.fi/nokiankaupunki?id=392976&tpk=45775a31-aadb-40eb-b6f0-c85756af1377>
Additional information can be obtained from the abovementioned address
Tenders or requests to participate must be submitted electronically via: <https://tarjouspalvelu.fi/nokiankaupunki?id=392976&tpk=45775a31-aadb-40eb-b6f0-c85756af1377>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

Other activity: Virkistys, kulttuuri ja uskonto

Section II: Object

II.1) Scope of the procurement

II.1.1) Title:

Nokian uimahallin lipunmyynti- ja asiakaspalvelut

II.1.2) Main CPV code

79342300 Customer services

II.1.3) Type of contract

Services

II.1.4) Short description:

Hankinnan kohteena on Nokian uimahallin lipunmyynti-, tilavaraus- ja asiakaspalvelut: Palveluntuottaja vastaa uimahallin asiakaspalvelusta, uimahallipalveluiden myynnistä, asiakkaiden neuvonnasta ja opastuksesta. Palveluntuottaja valvoo uimahallin sisäänpääsyä ja opastaa asiakkaita porttiautomaatin käytössä.

Palveluntuottaja ottaa vastaan tilaussaunan varauksia sekä rahastaa asiakkailta uimahallin pääsymaksut, tilojen varaus- ja pääsymaksut, kuntosali- ja liikuntaryhmien kausimaksut sekä muut mahdolliset vapaa-aikapalveluiden asiakasmaksut.

II.1.5) **Estimated total value**

Value excluding VAT: 265 000.00 EUR

II.1.6) **Information about lots**

This contract is divided into lots: no

II.2) **Description**

II.2.3) **Place of performance**

NUTS code: FI197 Pirkanmaa

Main site or place of performance:

Välikatu 24, 37100 Nokia

II.2.4) **Description of the procurement:**

Nokian kaupungin vapaa-aikapalvelut pyytää tarjousta Nokian uimahallin (Välikatu 24, 37100 Nokia) lipunmyynti-, tilavaraus- ja asiakaspalvelun tuottamisesta.

II.2.5) **Award criteria**

Criteria below

Price

II.2.6) **Estimated value**

II.2.7) **Duration of the contract, framework agreement or dynamic purchasing system**

Start: 01/08/2022

End: 31/07/2024

This contract is subject to renewal: yes

Description of renewals:

1.8.2024-31.7.2025 ja 1.8.2025-31.7.2026, optiovuodet

II.2.10) **Information about variants**

Variants will be accepted: no

II.2.11) **Information about options**

Options: no

II.2.13) **Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds: no

II.2.14) **Additional information**

Section III: Legal, economic, financial and technical information

III.1) **Conditions for participation**

III.1.1) **Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions:

Valintaperusteet hankintaa koskevista asiakirjoista määritetyn mukaisesti

III.1.2) **Economic and financial standing**

Selection criteria as stated in the procurement documents

III.1.3) **Technical and professional ability**

Selection criteria as stated in the procurement documents

Section IV: Procedure

IV.1) **Description**

IV.1.1) **Type of procedure**

Open procedure

IV.1.3) **Information about a framework agreement or a dynamic purchasing system**

IV.1.8) **Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: yes

IV.2) **Administrative information**

IV.2.2) **Time limit for receipt of tenders or requests to participate**

Date: 24/04/2022

Local time: 23:59

IV.2.3) **Estimated date of dispatch of invitations to tender or to participate to selected candidates**

IV.2.4) **Languages in which tenders or requests to participate may be submitted:**

Finnish

IV.2.6) **Minimum time frame during which the tenderer must maintain the tender**

Tender must be valid until: 31/07/2022

IV.2.7) **Conditions for opening of tenders**

Date: 25/04/2022

Local time: 10:00

Section VI: Complementary information

VI.1) **Information about recurrence**

This is a recurrent procurement: no

VI.3) **Additional information:**

VI.4) **Procedures for review**

VI.4.1) **Review body**

Official name: Markkinaoikeus

Postal address: Sörnäistenkatu 1

Town: Helsinki

Postal code: 00580

Country: Finland

E-mail: markkinaoikeus@oikeus.fi

Telephone: +358 295643300

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

VI.5) **Date of dispatch of this notice:**

22/03/2022