

Denmark-Copenhagen: Market and economic research; polling and statistics

OJ S 46/2014 06/03/2014

Contract award notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Sund og Bælt Holding A/S

Postal address: Vester Søgade 10

Town: København V

Postal code: 1601

Country: Denmark

For the attention of: Anne Katrine Mortensen

E-mail: udbud@sbfdk.dk

Telephone: +45 61154840

Internet address(es):General address of the contracting authority: <http://www.sundogbaelt.dk/dk/service/udbud>**I.2. Type of the contracting authority**

Body governed by public law

I.3. Main activity

Other: Infrastruktur herunder kundetilfredshedsanalyser

I.4. Contract award on behalf of other contracting authorities

The contracting authority is purchasing on behalf of other contracting authorities: no

Section II: Object of the contract

II.1. Description**II.1.1. Title**

Rammeaftale for udførelse af kundetilfredshedsanalyser og rådgivning i forbindelse hermed.

II.1.2. Type of contract and place of performance or delivery

Services

Service category No 10: Market research and public opinion polling services

Main site or place of performance: Vester Søgade 10, København V og på tjenesteyderens adresse.

NUTS code DK011 Byen København

II.1.3. Information about a framework agreement or a dynamic purchasing system (DPS)

The procurement involves the establishment of a framework agreement

II.1.4. Short description of the contract or purchase(s)

Der ønskes en rammeaftale, der omfatter rådgivning i forbindelse med metodedesign, planlægning og udførelse af onlinebaseret kundetilfredshedsundersøgelse. Herudover omfatter aftalen rådgivning i forbindelse med rapportering og strategisk implementering af resultaterne.

Aftalen gælder alle opgaver, der løses for Sund & Bælt Holding A/S samt alle de helt eller delvist ejede datterselskaber og samarbejder der indgår med ejeren (transportministeriet). Herudover ønskes der optioner på at udvide engagementet til også at omfatte kundesegmentundersøgelser, markedsundersøgelser, produkt- og rabatundersøgelser samt konkurrentanalyser og andre beslægtede undersøgelser.

II.1.5. CPV code(s)

79300000 Market and economic research; polling and statistics, 79310000 Market research services, 79311100 Survey design services, 79311300 Survey analysis services, 79311410 Economic impact assessment, 79313000 Performance review services, 79330000 Statistical services, 79342310 Customer survey services, 79342311 Customer satisfaction survey

II.1.6. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: yes

II.2. Total value of the contract/lot

II.2.1. Total value of the contract/lot

Lowest offer 469 000 and Highest offer 580 000 DKK
excluding VAT

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Restricted

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of

1. Pris. Weighting 30
2. To tilbudte nøglepersoner til opgaven. Weighting 35
3. Tilbudt idéoplæg. Weighting 35

IV.2.2. Information about electronic auction

An electronic auction has been used: no

IV.3. Administrative information

IV.3.1. File reference number attributed by the contracting authority

IV.3.2. Previous publication concerning this procedure

Contract notice

Notice number in the OJ S: [2013/S 219-381547](#) of 12.11.2013

Section V: Award of contract

V.1. Date of conclusion of the contract

14.2.2014

V.2. Information about tenders

Number of tenders received: 5

V.3. Name and address of the contractor

Official name: Genius Access A/S
Postal address: Sankt Gjertruds Stræde 10
Town: København
Postal code: 1129
Country: Denmark

V.4. Information on value of the contract/lot

Total value of the procurement:
Lowest offer 469 000 and Highest offer 580 000 DKK
excluding VAT

V.5. Information about subcontracting

The contract is likely to be subcontracted: no

Section VI: Complementary information

VI.1. Information about European Union funds

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

VI.2. Additional information

VI.3. Procedures for review

VI.3.1. Review body

Official name: Klagenævnet for Udbud
Postal address: Dahlerups Pakhus, Langelinie Allé 17
Town: København Ø
Postal code: 2100
Country: Denmark
E-mail: klfu@eogs.dk
Telephone: +45 35291000
Fax: +45 33307799
Internet address: www.klfu.dk

Body responsible for mediation procedures

Official name: Ingen

VI.3.2. Review procedure

Precise information on deadline(s) for review procedures: Der gælder visse lovbestemte frister for indgivelse af klager til Klagenævnet for Udbud, jf. lov om håndhævelse af udbudsreglerne m.v.

Senest samtidig med at en klage indgives til Klagenævnet for Udbud, skal klageren skriftligt underrette ordregiveren om, at klage indgives til Klagenævnet for Udbud, og om, hvorvidt klagen er indgivet i standstill-perioden, skal klageren tillige angive, hvorvidt der begæres opsættende virkning af klagen.

VI.3.3. Service from which information about the review procedure may be obtained

Official name: Konkurrence- og Forbrugerstyrelsen
Postal address: Carl Jacobsens Vej 35
Town: Valby
Postal code: 2500

Country: Denmark
E-mail: kfst@kfst.dk
Telephone: +45 41715000
Fax: +45 41715100
Internet address: www.kfst.dk

VI.4. Date of dispatch of this notice

3.3.2014