

DK-Copenhagen: IT services: consulting, software development, Internet and support

OJ S 119/2013 21/06/2013

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: The Royal Danish Theatre

Postal address: August Bournonvilles Passage 2-8, Postboks 2185

Town: Copenhagen K

Postal code: 1017

Country: Denmark

For the attention of: Mette Hess Larsen

E-mail: ts-tender@kglteater.dk

Internet address(es):

General address of the contracting authority: www.kglteater.dk

Electronic access to information: <http://www.kglteater.dk/tender>

Additional information can be obtained from:

the abovementioned address

Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:

the abovementioned address

Tenders or requests to participate must be submitted: the abovementioned address

I.2. Type of the contracting authority

Body governed by public law

I.3. Main activity

Recreation, culture and religion

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 attributed to the contract by the contracting authority

Ticketing System for the Royal Danish Theatre

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

Services

Service category No 7: Computer and related services

NUTS code DK01 Hovedstaden

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

The notice involves a public contract

II.1.4. Information about framework agreement

II.1.5. Short description of the contract or purchase(s)

The Royal Danish Theatre is issuing an invitation to tender for the service of providing a ticketing system. The system shall be a business system, handling the Royal Danish Theatre's customers and all of their purchases.

In 2012 the Royal Danish Theatre had 82 productions and staged 721 performances at several venues. All together these activities meant setting up around 1600 events in the ticketing system, including arts and different add-ons such as guided tours, dinners and others.

Services: The service involves providing a ticketing system to be used by the Royal Danish Theatre which will include the following:

- Delivery and implementation of the ticketing system.
- System operation, software maintenance and hosting.
- Supporting super-users at the theatre in the use of the system.

Further development and cooperation:

- The Supplier's Business Analyst must throughout the Contract engage closely with key staff at the Royal Danish Theatre in mapping out how the system best can be adapted and developed to meet the requirements of the Danish Royal Theatre. The Supplier and the Business Analyst in particular must therefore acquire and maintain a comprehensive knowledge of the Danish Royal Theatre's business to enable the Parties to plan and develop new initiatives optimally, timely and effectively.
- The Supplier must also provide ad-hoc training and ad-hoc consultancy for the ticketing system. The requirements for the above-mentioned services will be specified in the tender documents.

The ticketing system's functions must include the following:

- Facility for selling tickets via the theatre's own website, call centre, box offices, and kiosks.
- Ability to integrate with the theatre's own website, including interface with the CMS system Sitecore which is based on the .NET framework.
- Flexibility and ability to handle many types of sales for different target groups.
- Ability to handle many different forms of sales channels and means of payments.
- Ability to interface with the theatre's other business systems, including the Navision financial management system, Nets/Dibs payment solutions, Portrait and Micros Fidelio.
- Flexible reporting possibilities which can handle and combine huge volumes of data eg. purchase transactions spanning several seasons.
- Ability to extract data on customer and purchase history.
- Ability to collect customer data to be used for targeted marketing.

Language: The system language, i.e. the language that the users at the Royal Danish Theatre will encounter when they are using the ticketing system in manuals etc., must be Danish or English. It should be possible for the customer to choose between Danish or English, when using the system on one of the online sales platforms. Customers at the Royal Danish Theatre must not be charged a ticketing fee when purchasing tickets to performances at the Royal Danish Theatre.

The Royal Danish Theatre and the winning applicant are expected to sign the contract at December 2013. The contract runs for 5 years from the date of handover approximately from 1 December 2014.

II.1.6. CPV code(s)

72000000 IT services: consulting, software development, Internet and support, 72263000 Software implementation services, 72268000 Software supply services

II.1.7. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: yes

II.1.8. Lots

This contract is divided into lots: no

II.1.9. Information about variants

Variants will be accepted: no

II.2. Scope of the procurement

II.2.1. Total quantity or scope

II.2.2. Information about options

Options: yes

Description of options: i) Extension of the contract by 2 x 24 months.

ii) Access to the system by viewing access during the entire duration of the contract and 5 years after the expiry of the contract with the sole purpose of viewing data.

II.2.3. Information about renewals

This contract is subject to renewal: yes

Number of possible renewals: 2

In the case of renewable supplies or service contracts, estimated timeframe for subsequent contracts:

in months: 24 (from the award of the contract)

II.3. Duration of the contract or time limit for completion

Duration in months: 60 (from the award of the contract)

Section III: Legal, economic, financial and technical information

III.1. Conditions related to the contract

III.1.1. Deposits and guarantees required

Reference is made to the contract documents regarding the deposits and guarantees.

III.1.2. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them

Reference is made to the contract documents regarding the payment terms. Invoicing is made electronically in accordance with the consolidated act no. 798 of June 2007 on public payments etc. with subsequent amendments.

III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded

No specific legal form is required. All participants in a consortium or another type of consolidation of companies shall be directly, jointly, severally and unlimitedly liable for the tender and the fulfilment of the awarded contract, and shall appoint a joint authorised company among the jointly and severally liable participants. The consortium declaration in template 10 MUST be filled out and submitted with the request for prequalification (the template is available on www.kglteater.dk/tender).

III.1.4. Contract performance conditions

The performance of the contract is subject to particular conditions: no

III.2. Conditions for participation

III.2.1.

Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions: 1) Information regarding the applicants' name and corporate form, address, CVR no. (company registration no.) and name and email address of the contact person at the applicant. Template 1 MUST be used. (The template is available on www.kglteater.dk/tender).

2) Solmn declaration concerning outstanding debts to the public sector in accordance with act no. 336 of 13 May 1997 on the Restriction of Debtors' Options for Participating in Public Procurement Procedures and on the Amendment of Certain other Acts. Template 2 MUST be used. (The template is available on www.kglteater.dk/tender).

3) Solmn declaration that the applicant is not in a situation corresponding to the grounds for exclusion of section 45, subsections 1 and 2 of the public procurement directive. Template 3 MUST be used. (The template is available on www.kglteater.dk/tender).

If the request for prequalification is submitted by a consortium or another type of consolidation of companies, the information shall be stated for each individual company.

III.2.2. Economic and financial ability

List and brief description of conditions: 4) Annual report(s) (signed by an auditor) or auditor's report containing the following key figures for the previous 3 accounting years:

i) Net turnover (the net turnover is defined as the sales value of products and services etc. relation to the company's ordinary activities with a deduction of price reductions, VAT and other taxes wich are directly connected to the sales price.

ii) The result before taxes,

iii) Assets, and

iv) Net capital.

Template 4 MUST be used. (The template is available on www.kglteater.dk/tender).

5) Declaration concerning the applicants net turnover relating to deliveries similar to this public procurement, cf. the contract notice, clause II.1.5, for the previous 3 accounting years. Template 5 MUST be used (the template is available on www.kglteater.dk/tender).

If the applicant has existed for less than 3 years, any available information on the closed accounting years shall be enclosed.

If the applicant is a consortium or another type of sonsolidation of companies, information shall be submitted for each individual company.

Minimum level(s) of standards possibly required: It is required that the applicant has had a positive net capital for the previous 2 closed accounting years.

III.2.3. Technical and professional ability

List and brief description of conditions:

6) Reference list stating the most important deliveries similar to this public procurement, cf. the contract notice, clause II.1.5. All references must be motivated references, which implies that the applicant for each reference must state why the reference in question is relevant. The stated references must relate to assignments performed within the past 3 years and the contracting entity is entitled to disregard old references. Each reference must not be more than 1 legible A4 page including images if any. If a reference is more than 1 legible A4 page, the information on page 1 will only be taken into account at the assessment of the application.

Each reference must preferably include:

a) Name of the contracting entity and contact person,

b) Time for the performance of the assignment,

c) Description of the content of the assignment and the applicant's role in connection with the performance of the assignment, including preferably if the reference regards 1) Delivery and

- implementation of a ticketing system, 2) System operation, software maintenance and hosting, 3) Supporting super users at the venues in the use of the ticketing system and 4) Further development and cooperation,
- d) The motivation for stating the reference and
- e) Ticket volume of the contract.

The applicant may maximum state 10 references (also if the applicant is a consortium or another type of consolidation of companies). Any additional references shall not be taken into consideration. Template 6 MUST be used (the template is available on www.kglteater.dk/tender).

7) Declaration of the average annual manpower of the applicant in total for the last 3 years and divided in the following categories for the last 3 years i) Developer, ii) Business analyst, iii) Project manager, iv) Support employees, v) Trainer and vi) Other employees. Template 7 MUST be used (the template is available on www.kglteater.dk/tender)).

8) Copy of insurance policy or other documentation for relevant business and product liability insurance.

Template 8 MUST be used (the template is available on www.kglteater.dk/tender).

Minimum level(s) of standards possibly required:

It is a minimum requirement that the applicant states minimum 1 reference regarding a ticketing system, in which the ticketing system must currently sell tickets to performing arts venues.

III.2.4. Information about reserved contracts

III.3. Conditions specific to services contracts

III.3.1. Information about a particular profession

Execution of the service is reserved to a particular profession: no

III.3.2. Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract: no

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Restricted

IV.1.2. Information about the limits on the number of candidates to be invited

Envisaged number of candidates: 5

Objective criteria for choosing the limited number of candidates: In case that more than 5 applicants satisfy the contracting entity's requirements of qualification, the contracting entity shall select 5 applicants which are the most qualified applicants to fulfill the assignments in question. The selection must be made based on an assessment of the most relevant references, cf. clause III.2.3, no 7, compared to the assignment of the public procedure, cf. clause II.1.5. In connection with the evaluation of a company's qualifications to perform the assignment, the contracting entity will primarily emphasize references regarding a ticketing system in which the ticketing system currently sell tickets to performing art venues.

Secondarily the contracting entity emphasizes references regarding a ticketing system which functions includes the facility for selling tickets via multiple sales channels, including the venues own website, call centres, box offices and kiosks.

IV.1.3. Information about reduction of the number of solutions or tenders during negotiation or dialogue

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of Price is not the only award criterion and all criteria are stated only in the procurement documents

IV.2.2. Information about electronic auction

An electronic auction will be 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

no

IV.3.3. Conditions for obtaining specifications and additional documents or descriptive document

IV.3.4. Time limit for receipt of tenders or requests to participate

12.8.2013 - 12:00

IV.3.5. Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.3.6. Languages in which tenders or requests to participate may be submitted

English.

Other: Any documentation unavailable in English can be submitted in Danish, Swedish and Norwegian.

IV.3.7. Minimum time frame during which the tenderer must maintain the tender

IV.3.8. Conditions for opening of tenders

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about European Union funds

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

VI.3. Additional information

Please note that the applicant MUST use the stated templates for submitting the information and documentation concerning clause III.2.1, III. 2.2 and III.2.3. The templates is available on www.kglteater.dk/tender. An applicant may rely on others' financial and/or technical capacity, cf. the public procurement directive, articles 47(2) and 48(3), notwithstanding the legal character of the connection between the applicant and these other financial participants. In the application for prequalification, the applicant shall in this case substantiate that the applicant is entitled to dispose of the necessary resources, e.g. rely on others financial capacity. In such case, the applicant shall submit documentation

from the other participants containing approval that the other participants will and shall make the financial resources in question available for the applicant. For submitting this information, the applicant MUST use template 9 (the template is available on www.kglteater.dk/tender). In this case, the applicant shall furthermore submit the same type of information regarding the other participant's financial capacity as the applicant is submitting regarding the applicant's own financial capacity. Each applicant may only submit one application. If the same legal entity is part of several applicants, e.g. if the legal entity submits its own application but at the same time is a part of a consortium which submits an application, the applicant shall ensure that the participation of the same legal entity does not imply the possibility of mutually influencing the content of the tenders of the different bidders.

Submission of the application for prequalification: The application for prequalification and tenders shall not be made by email. The application for prequalification shall be submitted in 1 signed original in paper form and 4

copies in paper form as well as 1 electronic version on a USB stick or similar media. The application shall be delivered in a closed envelope labeled "Ticketing System" and must be submitted to the contact person mentioned in clause I.1).

The deadline for receipt of a request for prequalification appears from section IV.3.4, and the deadline is given in Danish time (CET).

It is possible to submit questions in writing regarding the tender. Questions must be sent to the following email address ts-tender@kglteater.dk. Any questions must be marked "Ticketing System". The contracting entity will publish all questions and answers in an anonymised form as well as any additional material to the tenderer at the Royal Danish Theatre website www.kglteater.dk/tender.

VI.4. Procedures for review

VI.4.1. Review body

Official name: The Complaints Board for Public
Postal address: Dahlerups Pakhus, Langelinie Allé 17
Town: Copenhagen Ø
Postal code: 2100
Country: Denmark
E-mail: klfu@erst.dk
Telephone: +45 35291000
Fax: +45 33307799
Internet address: <http://www.klfu.dk>

Body responsible for mediation procedures

Official name: There is no arbitration body in Denmark.

VI.4.2. Review procedure

Precise information on deadline(s) for review procedures: In accordance with act no 492 of 12 May 2010 on enforcement of the public procurement rules (with later amendments), the following time limites for lodging a complaint in relation to the implementation of a public procedure shall apply. A complaint regarding not being prequalified shall be filed with the Complaints Board for Public Procurement within 20 days calculated from the day after the day the contracting entity has notified the involved applicants regarding which of the applicants have been prequalified, if the notification includes a short explanation of the relevant reasons for the decision, cf. section 7, subsection 1 of the act. In other situations, a complaint regarding a public procedure shall be filed the Complaints Board for Public Procurement within 45 days after the contracting entity has published a notice in the Official

Journal of the European Union that the contracting entity has concluded a contract. The time limit is calculated from the day after the day the notice is published, cf. section 7, subsection 2, para 1 of the act. No later than simultaneously with filing the complaint with the Complaints Board for Public Procurement, the complaint shall inform the contracting entity in writing that the complaint is being filed with the Complaints Board for Public Procurement, and if the complaint has been filed during the standstill period, cf. section 3, subsection 1 of the act.

VI.4.3. Service from which information about the review procedure may be obtained

Official name: The Danish Competition and Consumer Authority, Center of Public Procurement Rules

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: <http://www.kfst.dk>

VI.5. Date of dispatch of this notice

17.6.2013