

Denmark-Taastrup: Technical computer support services

OJ S 129/2013 05/07/2013

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Domea s.m.b.a

Postal address: Oldenburg Allé 3

Town: Taastrup

Postal code: 2630

Country: Denmark

For the attention of: Peter D. Jacobsen

E-mail: pdj@domea.dk

Telephone: +45 21197357

Internet address(es):

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

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

Housing and community amenities

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

Levering af it udstyr og servicekoncept.

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

Services

Service category No 7: Computer and related services

NUTS code DK0 Danmark

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

The procurement involves the establishment of a framework agreement

II.1.4. Information about framework agreement

Framework agreement with a single operator

Duration of the framework agreement

Duration in months: 48

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

Levering af it udstyr og servicekoncept

Outsourcing af serviceydelser til udbyders lokale servicecentre (support, on-site service, device management, rådgivning, indkøb, etablering af servicecentre, opsætning af hardware). Udbyder indgår en rammeaftale med tilbudsgiver. Tilbudsgiver vil overfor servicecentrene agere som fast servicepartner, der fremadrettet skal medvirke til en stabil og økonomisk IT-drift lokalt.

Omdannelse af nuværende 150 ejendomskontorer til 30 nye lokale servicecentre. Et servicecenter består af et hovedkontor med eventuelt tilkoblede satellitkontorer. Det er et succeskriterium at servicecentrene rådgives efter de individuelle forhold, og indeholder fleksibilitet i overgangsperioden.

Yde den bedste kundeservice overfor udbyders kunder i form af hotline og on-site support. Kunderne består primært af kontor- og ejendoms personale, i alt ca. 500 brugere med et lavt teknisk kendskab.

Standardisering af IT-platforme og hardware på alle kontorer. Standardisering foretages som en gradvis indfasning i samarbejde med udbyders IT-afdeling, og forventes at løbe over 18 måneder.

Aftalen skal bygge på principperne.

Alt-i-et koncept (leje, forsikring, drifts- og serviceaftale og afvikling).

Gennemskuelig lejemodel (lejepriser er kendte i hele lejeperioden).

Udbyder har flere muligheder efter endt lejeperiode (udskiftning eller køb).

Økonomien sammensættes af en lejepris og en driftspris pr. device.

En standardiseringsplan for hvert servicecenter med nem og overskuelig økonomi.

II.1.6. CPV code(s)

72611000 Technical computer support services, 72591000 Development of service level agreements, 30237460 Computer keyboards, 30237410 Computer mouse, 30231310 Flat panel displays, 30213000 Personal computers, 30213100 Portable computers, 30213200 Tablet computer, 32552110 Cordless telephones

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

II.2.3. Information about renewals

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

Section III: Legal, economic, financial and technical information

III.1. Conditions related to the contract

III.1.1. Deposits and guarantees required

Betingelser vil fremgå af udbudsmaterialet.

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

Betingelser vil fremgå af udbudsmaterialet.

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

Betingelser vil fremgå af udbudsmaterialet.

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: A) Et bevis for optagelse i et fagregister og eventuelt et aktieselskabsregister i ansøgers hjemland.

B) Redegørelse for ansøgerens selskabsforhold og ejerforhold.

C) Redegørelse for ansøgerens organisation.

D) Redegørelse for det årlige gennemsnit af antal beskæftigede og fast ansatte, hos ansøgeren gennem de seneste 3 år og antallet af ledere i samme tidsrum.

III.2.2. Economic and financial ability

List and brief description of conditions: A) Navn og adresse på ansøgerens bankforbindelse.

B) Regnskab for det seneste regnskabsår (indeholdende som minimum omsætning, resultat, egenkapital, likviditet og eventualforpligtelser) med angivelse af værdi for arbejder af samme karakter som nærværende opgave.

III.2.3. Technical and professional ability

List and brief description of conditions:

A) Redegørelse for ansøgerens redskaber til planlægning og styring af gennemførelse af de aktuelle arbejder.

B) Oplysninger om omfanget af brug af underentreprenører såfremt disse benyttes, samt hvilke arbejder der videregives. Der skal vedlægges referencer for disse.

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

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Open

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

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

13-105

IV.3.2. Previous publication concerning this procedure

no

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

Time limit for receipt of requests for documents or for accessing documents: 14.8.2013 - 12:00

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

26.8.2013 - 08:00

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

Danish.

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

Duration in months: 6 (from the date stated for receipt of tender)

IV.3.8. Conditions for opening of tenders

Persons authorised to be present at the opening of tenders: no

Section VI: Complementary information

VI.1. Information about recurrence

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

Betingelser vil fremgå af udbudsmaterialet.

VI.4. Procedures for review

VI.4.1. Review body

Official name: Erhvervs- og Selskabsstyrelsen, Klagenævnet for Udbud
Postal address: Kampmannsgade 1
Town: København V
Postal code: 1780
Country: Denmark
Telephone: +45 33307621
Internet address: <http://www.kfu.dk>

VI.4.2. Review procedure

Precise information on deadline(s) for review procedures: Præcise oplysninger om frist for indgivelse af klager: Klage over udbudsproceduren skal indgives til Klagenævnet for udbud i henhold til § 7 i lov nr. 492 af 12.2.2010 om håndhævelse af udbudsreglerne mv. som følger.

- 1) Klage over prækvalifikationsbeslutninger: 30 kalenderdage regnet for dagen efter den dag, hvor ordregiver har indsendt underretning til de berørte ansøgere om, hvem der er blevet prækvalificeret, jf. lovens § 2 stk. 1, nr. 1, hvis der ved underretningen er angivet en kort redegørelse for de relevante grunde for beslutningen.
- 2) Klage over øvrige beslutninger: 6 måneder efter ordregiver har offentliggjort en bekendtgørelse i den Europæiske Unions Tidende om, at ordregiver har indgået en kontrakt, regnet fra dagen efter den dag, hvor bekendtgørelsen er blevet offentliggjort.

VI.4.3. 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
Telephone: +45 41715000
Internet address: <http://www.kfst.dk>

VI.5. Date of dispatch of this notice

3.7.2013