

Denmark-Hillerød: Computer support services
OJ S 137/2014 19/07/2014
Contract award notice
Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Region Hovedstaden, Center for Økonomi-Indkøb

National registration number: DK

Postal address: Kongens Vænge 2, Blok C, 1 sal.

Town: Hillerød

Postal code: 3400

Country: Denmark

For the attention of: Strategisk Indkøbskonsulent Thomas O. Holm

E-mail: thomas.ove.holm@regionh.dk

Telephone: +45 38665827

Internet address(es):

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

I.2. Type of the contracting authority

Regional or local authority

I.3. Main activity

Health

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

Support til brugere af Microsoft produkter.

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 (DPS)

The procurement involves the establishment of a framework agreement

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

Levering af ekstern support til Region Hovedstadens brugere af Microsoft-produkter. Ydelsen omfatter:

- 1) besvarelse af brugernes anvendelsesspørgsmål som indkommer på telefon, mail og web og besvares på samme medier
- 2) anvendelse af erfaring fra besvarelse af anvendelsesspørgsmål til rådgivning af Region

Hovedstaden om forbedringsmuligheder for regionens brugere samt

3) udarbejdelse af brugerstatistik.

Ydelsen skal leveres på dansk.

Region Hovedstadens administrative medarbejdere og klinikere skal fremover anvende Microsoft produkter.

Udrulningen af Microsoft produkter er et led i standardiseringen af it i regionen. Udrulningen af Microsoftprodukter for administrative medarbejder forventes færdiggjort i løbet af 2014.

Klinikere får Office via en VDI-løsning inden udgangen af 2013, mens det forventes installeret på kliniske PC'er i løbet af 2014, idet installation sker successivt hospital/virksomhed for hospital/virksomhed.

Der er ca. 10 000 administrative brugere på og 25 000 klinikere.

Der vil være betydelig variation i antallet af brugere på tværs af organisationen i forhold til det enkelte Microsoft-produkt.

Ordregiver tilbyder sine brugere uddannelse. Teknisk support og on-site support ydes af Region Hovedstadens Helpdesk.

II.1.5. CPV code(s)

72610000 Computer support services, 72590000 Computer-related professional services

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

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Open

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of

1. Kvalitet. Weighting 65

2. Pris. 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

13006389

IV.3.2. Previous publication concerning this procedure

Contract notice

Notice number in the OJ S: [2013/S 237-412258](#) of 6.12.2013

Section V: Award of contract

V.1. Date of conclusion of the contract

31.3.2014

V.2. Information about tenders**V.3. Name and address of the contractor**

Official name: Atea A/S

Postal address: Lautrupvang 6

Town: Ballerup

Postal code: 2750

Country: Denmark

E-mail: info@atea.dk

Telephone: +45 70252550

Internet address: www.atea.dk

V.4. Information on value of the contract/lot**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 Alle 17

Town: København Ø

Postal code: 2100

Country: Denmark

E-mail: klfu@erst.dk

Telephone: +45 35291000

Internet address: <http://www.klfu.dk>

VI.3.2. Review procedure

Precise information on deadline(s) for review procedures: Klage over indgåelse af rammeaftale skal være indgivet til Klagenævnet for Udbud inden 6 måneder regnet fra dagen efter ordregivers underretning til berørte ansøgere og tilbudsgivere, jf. § 7, stk. 2, nr. 3.

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 41715191

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

VI.4. Date of dispatch of this notice

14.7.2014