

**Denmark-Gentofte: Computer support and consultancy services**  
**OJ S 222/2015 17/11/2015**  
**Contract notice – utilities**  
**Services**

**Directive 2004/17/EC**

**Section I: Contracting entity**

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**I.1. Name and addresses**

Official name: Dong Energy Oil and Gas A/S

Postal address: Nesa Allé 1

Town: Gentofte

Postal code: 2820

Country: Denmark

For the attention of: Lars Waltenburg

E-mail: [larsw@dongenergy.dk](mailto:larsw@dongenergy.dk)

Telephone: +45 99551111

**Internet address(es):**

General address of the contracting entity: <http://www.dongenergy.com/>

Electronic access to information: <https://dongenergy.scanmarket.com/SupplierRegistration/NewSupplier?eventId=151630&ccsum=4aec2eb88d2c4f94ec680b33ff938290>

Electronic submission of tenders and requests to participate: <https://dongenergy.scanmarket.com/SupplierRegistration/NewSupplier?eventId=151630&ccsum=4aec2eb88d2c4f94ec680b33ff938290>

**Additional information can be obtained from:**

the abovementioned address

**Specifications and additional documents (including documents for a dynamic purchasing system) can be obtained from:** the abovementioned address

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

**I.2. Main activity**

Production, transport and distribution of gas and heat

Electricity

Extraction of gas and oil

**I.3. Contract award on behalf of other contracting entities**

The contracting entity is purchasing on behalf of other contracting entities: no

**Section II: Object of the contract**

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**II.1. Description**

**II.1.1. Title attributed to the contract by the contracting entity**

Desktop Lifecycle Management Services for DONG Energy.

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

Services

Service category No 7: Computer and related services

Main site or place of performance: DK0.

NUTS code

### **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)**

DONG Energy is seeking a vendor to handle daily operation of our Windows clients and our Citrix XenApp and XenDesktop environments. This includes maintaining, monitoring and optimizing of the Configuration Manager and Citrix environments; keeping environments and clients fully updated with latest patches from Microsoft and third party vendors and taking new application request through packaging, testing and deployment for both clients and Citrix. As the Citrix environments, are business critical they are required to be working 24/7, and the vendor should be able to support this. Vendor also have to handle third level support for clients and Citrix to support the end-users in corporation with DONG Energy's Service Desk.

#### **II.1.6. CPV code(s)**

72600000 Computer support and consultancy services, 72500000 Computer-related services, 72000000 IT services: consulting, software development, Internet and support

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

The procurement is covered by the Government Procurement Agreement: no

#### **II.1.8. Information about 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**

DONG Energy has approximately 7 500 physical PC's, 800 software packages and 1 000 daily Citrix users.

### **II.2.2. Information about options**

Options: yes

Description of options: Extension of the term of the agreement by 2 x 1 years.

Provisional timetable for recourse to these options:

in months: 33 (from the award of the contract)

### **II.2.3. Information about renewals**

This contract is subject to renewal: no

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

Duration in months: 36 (from the award of the contract)

## **Section III: Legal, economic, financial and technical information**

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### **III.1. Conditions related to the contract**

#### **III.1.1. Deposits and guarantees required**

Will be published in the tender documents.

#### **III.1.2.**

## **Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them**

Will be published in the tender documents.

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

Participants in a Consortium will have joint and several liability. A contact person for the Consortium should be pointed out.

### **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: In order to be pre-qualified to participate in this tender, the Candidates must submit a signed solemn declaration which will be considered as proof that Candidates it is not in any of the situations below:

- 1) is bankrupt or is being wound up, where his affairs are being administered by the court, where he has entered into an arrangement with creditors, where he has suspended business activities or is in any analogous situation arising from a similar procedure under national laws and regulations;
- 2) is the subject of proceedings for a declaration of bankruptcy, for an order for compulsory winding up or administration by the court or of an arrangement with creditors or of any other similar proceedings under national laws and regulations;
- 3) has been convicted by a judgement which has the force of res judicata in accordance with the legal provisions of the country of any offence concerning his professional conduct;
- 4) has not fulfilled obligations relating to the payment of social security contributions in accordance with the legal provisions of the country in which he is established or with those of the country of the contracting authority;
- 5) has not fulfilled obligations relating to the payment of taxes in accordance with the legal provisions of the country in which he is established or with those of the country of the contracting authority.

A template of such a solemn declaration can be requested from the Contracting Entity.

### **III.2.2. Economic and financial ability**

List and brief description of conditions: Candidates financial and economic capacity in the form of overall turnover for the past 2 years, plus equity, liabilities and pre-tax profits for the most recent available accounting years.

The Candidates shall submit the most recent audited annual accounts (dated and signed by the accountant). The latest Annual Accounts containing the previous year will also be accepted.

If the Candidate is a newly established entity and therefore cannot provide 2 years of Annual Accounts the Candidate will have to submit its latest Annual Accounts or Opening Balance. If the Candidate wishes to improve its economic and financial assessment by submitting a Letter of Support, an authorized signatory from the supporting legal entity will have to sign the Letter of Support. If a Letter of Support is submitted the assessment of the economic and financial standing of the Candidate will be based on the information about both entities. In such case the annual accounts of the other legal entity for the previous two years should be submitted. If the other legal entity is a parent company to the Candidate it is possible to submit consolidated accounts instead of annual accounts.

If a consortium applies for pre-qualification, the information above must be submitted for each member of the consortium.

Minimum level(s) of standards possibly required

Turnover:

— To qualify to bid for the contract, the Candidate shall have a total turnover of not less than 10 000 000 DKK in the latest accounting year.

Equity:

— To qualify to bid for the contract, the Candidates equity shall be minimum 1 000 000 DKK, if equity is negative, the Candidate shall provide documentation for re-establishing equity, e.g. in the form of binding approval from investors to inject capital.

Information about the Candidate:

The Candidate shall submit a description of ownership and corporate structure. If the Candidate is a subsidiary, the Candidate shall submit the name of the highest possible group parent — being an entity directly or indirectly controlling more than 50 % of the Candidate.

Please note that the number of Candidates invited to submit a tender will be limited.

Selection of Candidates will take place in accordance with the procedure described under section VI.3) in this notice.

A 'Letter of Support' template can be requested from the Contracting Entity.

### **III.2.3. Technical and professional ability**

List and brief description of conditions: Detailed reference list of significant completed relevant deliveries made by the Candidate within the last 3 years similar to the products/services covered by the tender.

DONG Energy prefers references for similar size companies with the same scope of services as DONG Energy is tendering for. The reference list should include the customer name, location, sector, scope (number of clients, number of users, number of software packages maintained), detailed project information (period of delivery, contact information etc.).

— Description of the measures the Candidate has taken to assure quality. Information must be documented by attaching the Candidates quality control certificate (if any) or a description of the measures. The Candidate shall describe the organisation maturity of the Candidate including reference to relevant certifications that can be used to determine the maturity level (e.g. ISO or CMMI)

Minimum level(s) of standards possibly required.

References:

— The Supplier shall have at least 3 years experience of offering the relevant products and services. Such experience shall be documented by means of two to four detailed references, including customer name, location, sector, scope (number of clients, number of users, number of software packages maintained), detailed project information (period of delivery, contact information etc.).

Please note that the number of Candidates invited to submit a tender will be limited. Selection of Candidates will take place in accordance with the procedure described under section VI.3) in this notice.

### **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**

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### **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 the criteria stated in the specifications or in the invitation to tender or to negotiate

#### **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 entity**

DLM Tender

#### **IV.3.2. Previous publication concerning this procedure**

no

#### **IV.3.3. Conditions for obtaining specifications and additional documents**

(except for a DPS)

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

11.12.2015 - 13:00

#### **IV.3.5. Languages in which tenders or requests to participate may be submitted**

Danish. English.

#### **IV.3.6. Minimum time frame during which the tenderer must maintain the tender**

#### **IV.3.7. Conditions for opening of tenders**

## **Section VI: Complementary information**

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### **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**

Maximum 5 Candidates will be pre-qualified for the tender procedure.

If the number of Candidates applying for pre-qualification exceeds 5, the Contracting Entity will perform the pre-qualification on the basis of an evaluation of each Candidate's respective economic and financial standing as well as technical ability/professional ability. The 5 best Candidates will be pre-qualified.

The assessment regarding the Candidate's economic and financial standing will be based upon the below criteria:

- Equity;
- Solvency ratio;
- EBIT margin (if annual accounts are available);
- Liquidity ratio;
- Cash Flow from Operation.

The Candidate is encouraged to have the financially strongest possible parent or associated company include a document (Letter of Support) stating that they will issue a Parent Company Guarantee / Performance Guarantee at a later stage.

If such a Letter of Support is included, the Contracting Entity will base its economic and financial assessment of the Candidate on the supporting entity as well. The assessment will be based only on the information included in the application.

The assessment regarding the Candidate's technical ability/professional ability will be based upon the submitted references with respect to DONG Energy's current use of Desktop Lifecycle Management Services.

The contracting entity reserves the right — subject to the principles of equal treatment and transparency — to request a Candidate to submit missing or insufficient information according to section III.2.1), III.2.2) and III.2.3) or, if applicable, to use information already in the Contracting entity's possession; or obtain such information provided it is publicly available. However, the contracting entity is not obliged to do so.

Candidates are advised to show their interest in this tender, by contacting the Contact Person listed in section I.1). by registering in the procurement system used by DONG Energy (Scanmarket). By showing you interest the Contracting Entity will forward all questions asked regarding this Contract Notice to you. In case there are any questions to this Contract Notice, the Candidate can write to the Contact Person mentioned in section I.1), and the Contracting Entity will in an anonymized way forward all questions and answers to all candidates that have shown their interest. The Contracting Entity will try to answer all questions submitted earlier than six working days prior to the deadline.

#### **VI.4. Procedures for review**

##### **VI.4.1. 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@erst.dk](mailto:klfu@erst.dk)

Telephone: +45 35291000

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

##### **Body responsible for mediation procedures**

Official name: (No official body for mediation exists in Denmark)

##### **VI.4.2. Review procedure**

Precise information on deadline(s) for review procedures: Precise information on deadline(s) for lodging appeals: Deadlines for submitting a complaint appears in Act no. 492 of 12.5.2010.

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

Official name: Konkurrence- og Forbrugerstyrelsen, Center for Jura og Udbud

Postal address: Carl Jacobsens Vej 35

Town: Valby  
Postal code: 2500  
Country: Denmark  
E-mail: [kfst@kfst.dk](mailto:kfst@kfst.dk)  
Internet address: <http://www.kfst.dk>

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

12.11.2015