

Denmark-Kastrup: Higher education services

OJ S 152/2023 09/08/2023

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: NORDUnet A/S

National registration number: 17490346

Postal address: Kastruplundgade 22, 1.

Town: Kastrup

NUTS code: DK Danmark

Postal code: 2770

Country: Denmark

Contact person: Jorgen Qvist

E-mail: qvist@nordu.net

Telephone: +45 31621400

Internet address(es):

Main address: www.nordu.net

Address of the buyer profile: <https://s2c.mercell.com/buyer/25494>

I.3. Communication

Access to the procurement documents is restricted. Further information can be obtained at:

<https://s2c.mercell.com/today/46769>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://s2c.mercell.com/today/46769>

I.4. Type of the contracting authority

Other type: Network and Infrastructure Services

I.5. Main activity

Other activity: Network and Infrastructure Services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

NORDUnet 2023 e-meeting tender

II.1.2. Main CPV code

80300000 Higher education services

II.1.3. Type of contract

Services

II.1.4. Short description

NORDUnet operates and provides an existing e-meeting service, based on Zoom, to the Nordic NREN community. The procurement shall enable NORDUnet to purchase the licenses, support and services to continue to support the NORDUnet e-meeting hybrid on-prem services. Currently the service hosts more than 200 user organisations, 1.2M users and is scaled to support 300.000 concurrent users.

The key service component is the NORDUnet owned and operated distributed on-premise infrastructure. The on-premise setup is in place to keep all in-meeting video, voice and sharing of data locally in country and region, this is also the case for webinars. Another important service component is an on-premise cloud recording service developed by NORDUnet that is using the API's provided by the service.

All other components of the current service are based on the in EEA region Zoom service.

II.1.5. Estimated total value

Value excluding VAT: 5 000 000,00 EUR

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.3. Place of performance

NUTS code: DK Danmark

II.2.4. Description of the procurement

E-meeting Solution Requirements

The requirements in this part should be considered representative of the type of service required

Generic

- A fully featured e-meeting service.
- Able to support a distributed on-premise environment.
- Be multi-tenant.
- An HTML based, Intuitive user interface for Students, Teachers and administrative purposes that supports multiple languages.
- Support for mobile devices, App or responsive HTML.
- Compliance with the EU accessibility directive.

Support

- The Bidder must have a helpdesk for reporting problems.
- The Bidder must have a dedicated support team to support on-prem
- The Bidder must monitor the central components of the service and provide statistics.
- The solution must be able to integrate with external systems, using a well-defined API.
- The solution must support externalised Authentication and Authorisation.

Commercial

- The commercial proposal should recognise the economies of scale for purchases by NORDUnet to support the Nordic NREN community.
- The framework should have a fair balance of risk.
- The contracting entity should be located within the EEA region.

Legal

- The service shall be GDPR compliant (Covered by the EU data directive).
- The framework contract will be based on NORDUnet's contract template and the provider's contract terms (MSA, EULA etc.) will as necessary be incorporated.

II.2.5. Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. Estimated value

Value excluding VAT: 5 000 000,00 EUR

II.2.7. Duration of the contract, framework agreement or dynamic purchasing system

Duration in months: 36

This contract is subject to renewal: yes

Description of renewals:

the renewal will take place every 12 month

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: no

II.2.13. Information about European Union funds

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

II.2.14. Additional information

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Open procedure

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

The procurement involves the establishment of a framework agreement

Framework agreement with several operators Envisaged maximum number of participants to the framework agreement: 3

IV.1.8. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: no

IV.2. Administrative information

IV.2.2. Time limit for receipt of tenders or requests to participate

Date: 11/09/2023 Local time: 12:00

IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.2.4. Languages in which tenders or requests to participate may be submitted

English

IV.2.7. Conditions for opening of tenders

Date: 11/09/2023 Local time: 14:00

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Klagenævnet for Udbud

Postal address: Nævnenes Hus, Toldboden 2

Town: Viborg

Postal code: 8800

Country: Denmark

E-mail: klfu@naevneneshus.dk

Telephone: +45 72405600

Internet address: <https://klfu.naevneneshus.dk>

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

There is no formal standard procedure for filing a complaint with the Complaints Board. The Complaints Board can, however, advise as follows:

1. Fee

Complaints of violations of Titles I-III of the Danish Public Procurement Act (which mainly implements the Public Procurement Directive 2014/24/EU), the Utilities Directive (Directive 2014/25/EU), the Concession Directive (Directive 2014/23/EU) and the Directive on Security and Defence Procurement (Directive 2009/81/EC) are subject to a fee of DKK 20,000, cf. section 5(4) of Executive Order regarding the Complaints Board.

If the Complaints Board finds in favor of the complainant, the fee is repaid.

To pay the fee from abroad, please use the following information: IBAN code: DK41 0216 4069 2095 21. Swift code: DABADKKK

When transferring the fee the complainant must add the following: "Klagenævnet for Udbud, [name of the company/the complainant]".

In the complaint the complainant must state that the fee is paid by transfer and include documentation for the transfer with account information.

2. Procedure

2.1. The complaint must include information on the identity of the complainant and the contract notice from "Ted – Tenders Electronic Daily".

In addition, the complainant is obliged simultaneously to inform the contracting authority that a complaint has been filed with the Complaints Board. A copy of this notification must be forwarded to the Board.

2.2. The complaint must include a letter of complaint (Word and PDF- versions) written in Danish, including claims ("Påstande"), which in precise terms define the infringements allegedly committed by the contracting authority, including the rule or the principle, which allegedly has been violated. In this regard, it will be sufficient to refer to the relevant articles in the public procurement directives.

As mentioned, the complaint must be written in Danish. However, in the following, for the sake of guidance as to how a complaint should be structured, a few examples are given in English.

Multiple claims must be numbered in consecutive order as follows: "Påstand 1" (Claim No. 1), "Påstand 2", (Claim No. 2) etc.

VI.4.4.

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

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

VI.5. Date of dispatch of this notice

04/08/2023