

Denmark-Copenhagen: IT services: consulting, software development, Internet and support
OJ S 164/2023 28/08/2023
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: DR

National registration number: 62786515

Postal address: DR Byen, Emil Holms Kanal 20

Town: København S

NUTS code: DK011 Byen København

Postal code: 2300

Country: Denmark

Contact person: Holger Haarløv

E-mail: hobe@dr.dk

Telephone: +45 28542264

Internet address(es):

Main address: <https://www.ethics.dk/ethics/eo#/8f1aea5d-4761-451f-9435-a9b8ff6368a0/homepage>

I.4. Type of the contracting authority

Other type: Public service media entity

I.5. Main activity

Other activity: Streaming and broadcasting provider of public service media content

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Quality of Experience (QoE) Solution including related services

Reference number: 22/01881

II.1.2. Main CPV code

72000000 IT services: consulting, software development, Internet and support

II.1.3. Type of contract

Services

II.1.4. Short description

The public service provider DR (Danish Broadcasting Corporation) is Denmark's oldest and largest electronic media enterprise, weekly reaching 96 % of the Danish population. These tender procedure concerns purchase of a Quality of Experience (QoE) Solution. The scope is to provide a real-time QoE Solution for DR which is used for streaming measurement on DR's streaming platforms. For DR to improve users experience on streaming TV and Radio,

learning more about the user streaming experience has become significantly important. We see data as the foundation for building better user experiences both on our streaming TV and Radio platforms. DR needs a QoE Solution for collecting data as Real User Monitoring (RUM) in DRs apps (frontend players) for TV and Radio. Probes are not in scope for this offering. Also, please be advised that the estimated total value below cf. section II.1.5) and II.2.6) is for the whole contract period of 7 years, cf. including the possible renewal terms.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 1 013 922,00 EUR

II.2. Description

II.2.3. Place of performance

NUTS code: DK011 Byen København

II.2.4. Description of the procurement

DR's STRATEGIC GOAL AND BACKGROUND: The media consumption habits are changing towards digital platforms. As a result, DR has made it a strategic goal to deliver the same quality and service on the digital platforms as delivered on the traditional broadcast platforms. The market in which DR operates is under radical transformation. Presented with new kinds of digital products and services, the audience expect to access content in different ways - whenever they want, wherever they are, on whatever device. As DR wants to present a competitive digital offering, with a quality and service comparable to that delivered by DR in the traditional broadcast media, DR needs to have a strong focus on meeting these new expectations, as they are an inherent part of the digital experience. To do this DR needs to utilize usage and performance data: to obtain a better understanding of the user and of how DR products are used, to make faster and better data driven decisions to optimize CDN delivery for the end-user, help developer optimize playback and help in end-user support with error/bugs handling reported by the end-users.

KEY FIGURES: The following figures describe DR's current streaming (video and radio) operations in numbers.

- Million viewing hours per month: appx 27 million (20M. for TV and 7M. for radio)
- Monthly million play/ view attempts: approx.. 150 million.
- Year-on-year average and peak bandwidth growth: approx. 20%
- Record 2021 Peak streaming bandwidth: 3,2 Tbps
- Normal Daily peak streaming bandwidth: 0,5 Tbps
- Video plays per day 3.5 million
- Video plays during normal peak hour: 621,000
- Radio plays during normal peak hour: 60,200
- Live streaming radio channels: 30
- Live streaming TV channels: 3 + 3 event channels (24-7)
- Live streaming Ad hoc channels + Accessibility approximately 20.
- Traffic delivered in Denmark: 95, and 5% "rest of the world"

DR's KEY SUCCESS PARAMETERS FOR A SUCCESFUL DELIVERY OF THE SOLUTION:

For the successful delivery of a competitive digital offering, for a QoE Solution, DR will be focusing on the below listed key strategic goals which the Supplier are to meet:

- A highly stable service with a high degree of resilience and stability in term of usage
- A Solution which can scale depending on the usage of the Solution. This includes scaling during peak-periods

- To provide DR with deep insight to the users of DR services and which quality they experience
 - To provide a fast and reliable service and support
 - An attractive cost-model providing the ability for DR to grow and fulfil the goals of offering a high-quality service to the users
- LOTS: DR has assessed that there is a strong coherence between the services needed to fulfil DR's requirements, and therefore the services are not suited for division. Therefore, the tender is not divided into lots.

II.2.5. Award criteria

Quality criterion - Name: Solution requirements / Weighting: 35%

Quality criterion - Name: Use-cases and PoC / Weighting: 15%

Quality criterion - Name: Implementation, training and support / Weighting: 12%

Quality criterion - Name: Sustainability / Weighting: 3%

Price - Weighting: 35%

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

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

The procurement is covered by the Government Procurement Agreement: yes

IV.2. Administrative information

IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2022/S 213-611349](#)

IV.2.8. Information about termination of dynamic purchasing system

IV.2.9. Information about termination of call for competition in the form of a prior information notice

Section V: Award of contract

Contract No: 1

Title:

Contract for Quality of experience Solution including related services

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

24/03/2023

V.2.2. Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 3

Number of tenders received from tenderers from other EU Member States: 1

Number of tenders received from tenderers from non-EU Member States: 3

Number of tenders received by electronic means: 4

The contract has been awarded to a group of economic operators: no

V.2.3. Name and address of the contractor

Official name: NicePeopleAtWork, SL

National registration number: B64908460

Postal address: CArrer de Roc Boronat 23

Town: Barcelona

NUTS code: ES511 Barcelona

Postal code: 08005

Country: Spain

E-mail: contracts@nicepeopleatwork.com

Telephone: +34 931222111

Internet address: www.npaw.com

The contractor is an SME: yes

V.2.4. Information on value of the contract/lot

Initial estimated total value of the contract/lot: 1 750 000,00 EUR

Total value of the contract/lot: 1 013 922,00 EUR

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

VERIFICATION OF INFORMATION IN THE ESPD:

Before DR's decision to award the contract, DR must demand that the Tenderer, which DR intends to award the contract to, present documentation for the information stated in the ESPD. The documentation concerns the requirements made for the Tenderer's personal affairs (exclusion grounds cf. the Tender Conditions section 9.2) and financial and technical capacity (suitability cf. the Tender Conditions section 9.3). If the presented documentation is not adequate, DR will declare the bid non-compliant. DR will then assess if DR wants to cancel the procurement procedure or ask the Tenderer that has submitted the second best bid, under the award criterion in clause 9.5, to present documentation for the information given in the ESPD for the purpose of awarding the contract to this Tenderer. If the documentation is not sufficient, DR will again assess if the procurement procedure should be cancelled or if the third Tenderer should be requested to submit documentation, and so on.

Businesses registered in Denmark: As documentation regarding the exclusion grounds, DR will demand that a service certificate is produced from the winning Tenderer (according to section 153(1) of the Danish Public Procurement Act). The obtained service certificate must contain the following:

- Information that the winning Tenderer as a business has complied with its obligations to the public as regards payment of taxes, charges and contributions to social security schemes,
- Information that the winning Tenderer as a business is not in bankruptcy, liquidation, restructuring or a similar situation, and
- Information that the winning Tenderer as a business (and managerial staff and persons having authorisation to represent, control or make decisions in the management of the business) has not been sentenced for any crimes.

DR accepts Danish service certificate until 6 months after they are issued. In addition to the service certificate, DR will require the Tenderer to document his financial capacity by submitting (extracts from the) annual accounts for the last 3 years or statement(s) from a registered auditor cf. section 154 of the Public Procurement Act.

European businesses: For businesses registered in a European country, the documentation must comply with the applicable rules for documentation in the country in which the Tenderer is established. European countries can make use of eCertis, which is an information system that helps businesses with identifying which documentation (including certificates) is required in the tender procedures across the EU. Please be aware that eCertis is a reference tool and not a system for legal advice. There is no guarantee that the results of the search in eCertis complies with what is required by DR.

Non-European businesses: For businesses not registered in a European country, the documentation must follow the rules for documentation implemented in the country in which the Tenderer is established. Non-European businesses cannot use eCertis.

NOTIFICATION OF THE RESULT OF DR'S EVALUATION OF THE BIDS:

All participants in the procurement procedure will be informed simultaneously and in writing of the result of DR's evaluation of the bids. The notification to the winning Tenderer that its bid has been identified as the winning bid, is a declaration that DR intends to award and thus conclude an agreement with said Tenderer. There is no binding agreement or a promise to that effect until the contract has been signed by both parties. The contract is signed immediately after expiry of the stand-still period, unless during this period an official complaint is submitted to the Public Contracts Appeals Board. DR does not consider the procurement procedure completed until the contract has been signed.

Notification about the result of the procurement procedure will also be announced in the Official Journal of the European Communities in compliance with applicable rules to that effect.

VI.4. Procedures for review

VI.4.1. Review body

Official name: Klagenævnet for udbud

Postal address: Toldboden 2

Town: Viborg

Postal code: 8800

Country: Denmark

E-mail: klfu@naevneneshus.dk

Telephone: +45 72405708

Internet address: <https://erhvervsstyrelsen.dk/klagenaevnet-for-udbud>

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

A review procedure must be initiated before 45 days after DR has published a notice in the EU Official Journal that DR has entered into a contract with the winning Tenderer. The deadline is calculated from the day after the day where the notice has been published in the journal.

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: www.kfst.dk

VI.5. Date of dispatch of this notice

23/08/2023