

**Denmark-Copenhagen: IT services: consulting, software development, Internet and support
OJ S 191/2022 04/10/2022
Contract award notice
Services**

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Danmarks Nationalbank
National registration number: 61092919
Postal address: Langelinie Allé 47
Town: København Ø
NUTS code: DK01 Hovedstaden
Postal code: 2100
Country: Denmark
Contact person: DN - Jeanett Brurås
E-mail: jtb@nationalbanken.dk
Telephone: +45 33636069
Internet address(es):
Main address: <https://www.nationalbanken.dk/en>

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

Economic and financial affairs

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Tender for a Framework Agreement on the delivery of Enterprise Service Management related services
Reference number: TS-200071

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

Danmarks Nationalbank (the contracting authority) is the central bank of Denmark, which is an independent selfgoverning institution established by law. Danmarks Nationalbank's purpose is to ensure stable prices, safe payments and a stable financial system. This contract notice intends to establish a Services Framework Agreement with a Service Provider on the delivery of Enterprise Service Management related Services. The existing Enterprise Service

Management is based on ServiceNow (“DN ServiceNow”), and it went live in production June 2018. Users on the platform are comprised of personnel from the Danmarks Nationalbank as well as personnel from external service providers contracted to handle services on an array of platforms. The Customer currently has four instances: DEV, TEST, PREPROD and PROD and also intends to keep these going forward.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 60 815 839,00 DKK

II.2. Description

II.2.2. Additional CPV code(s)

48000000 Software package and information systems, 72200000 Software programming and consultancy services, 72220000 Systems and technical consultancy services, 72253000 Helpdesk and support services, 72260000 Software-related services

II.2.3. Place of performance

NUTS code: DK01 Hovedstaden

II.2.4. Description of the procurement

Scope

Scope of the tender is the following main elements, based on ServiceNow or similiar:

- Now platform
- Incident management
- Change enabling
- Problem management
- Release management
- Feature management
- Contract management
- Certificate management
- Case management
- CSM Partner portal
- Employee Center
- Multi data source CMDB and Discovery
- Integrations to third-party solutions

Customisations

The Customer generally aims to leverage the out-of-the-box functionality provided by ServiceNow to the greatest extent possible. However, in a number of areas it has been necessary to implement customisations, namely:

- Multivendor support. Flexible least privileged access functionality enabling a given external service provider to access records and/or configuration items related to the services contracted to that company, while preventing users from that company from accessing records related to services handled by other service providers. User from the Customer are able to make any given record available for service providers not normally able to access it.
- Change management customisations enable distributed and scaled approval governance based upon selected service, automatically created tasks for implement and review states support operation and accountability
- CSM partner portal contains functionality enabling external service providers to view and manage own backend users through the partner portal

- Release management is built based upon an existing stub of functionality with bespoke functionality and extended as a bespoke solution.
- Certificate management is built as a bespoke application from scratch. The application is used to manage an array of certificate types used by the Customer and to trigger renewal workflows for expiring certificates.
- Service management integration engine is largely built from scratch to be used for integration to third party service management solutions based upon the REST API.

Purpose of the agreement

The Customer intends to enter into a four-year agreement regarding an enterprise service management platform, encompassing:

Licenses

- CSM: Standard
- ITSM: Standard with the addition of Performance Analytics
- ITOM: Discovery
- Two additional non-production instances

II.2.5. Award criteria

Quality criterion - Name: Transition plan, including processes / Weighting: 10

Quality criterion - Name: Key personnel / Weighting: 40

Quality criterion - Name: Security / Weighting: 15

Price - Weighting: 35

II.2.11. Information about options

Options: yes

Description of options:

IRM Standard

UCF access

IT Service Management Professional

HR Service Delivery Standard

Security Operations Standard

Security Operations Professional

IT Business Management Standard

Legal Service Delivery

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

II.2.7) The indicated term will commence on the Transition Date 1. December 2022.

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Competitive procedure with negotiation

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 011-024060](#)

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:

Tender for a Framework Agreement on the delivery of Enterprise Service Management related services

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

30/08/2022

V.2.2. Information about tenders

Number of tenders received: 3

Number of tenders received by electronic means: 3

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

V.2.3. Name and address of the contractor

Official name: Deloitte Statsautoriseret Revisionspartnerselskab

National registration number: 33963556

Postal address: Weidekampsgade 6

Town: København S

NUTS code: DK011 Byen København

Postal code: 2300

Country: Denmark

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

The contractor is an SME: no

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

Initial estimated total value of the contract/lot: 102 000 000,00 DKK

Total value of the contract/lot: 53 315 839,00 DKK

V.2.5. Information about subcontracting

Section VI: Complementary information

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.4.2. Body responsible for mediation procedures

Official name: There is no such organ
Town: Copenhagen
Country: Denmark

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

Pursuant to the Danish Act on the Complaints Board for Public Procurement, etc. (lov om Klagenævnet for Udbud m.v.) (the Act is available (in Danish) at www.retsinformation.dk), the following deadlines apply to the lodging of complaints:

Complaints for not having been selected must be submitted to the Danish Complaints Board for Public Procurement before the expiry of 20 calendar days, see section 7(1) of the Act, from the day after submission of notification to the candidates concerned of the identity of the successful tenderer where the notification is accompanied by an explanation of the grounds for the decision in accordance with section 2(1), para (1) of the Act and section 171(2) of the Danish Public Procurement Act.

In other situations, complaints of award procedures, see section 7(2) of the Act, must be lodged with the Danish Complaints Board for Public Procurement before the expiry of:

1) 45 calendar days after the contracting entity has published a notice in the Official Journal of the European Union that the contracting entity has entered into a contract. The deadline is calculated from the day after the day when the notice was published.

2) 30 calendar days calculated from the day after the day when the contracting entity has notified the candidates concerned that a contract based on a framework agreement with reopening of competition or a dynamic purchasing system has been entered into where the notification has included an explanation of the relevant grounds for the decision.

3) 6 months after the contracting entity entered into a framework agreement calculated from the day after the day when the contracting entity notified the candidates and tenderers concerned, see section 2(2) of the Act and section 171(4) of the Danish Public Procurement Act.

4) 20 calendar days calculated from the day after the contracting entity has submitted notification of its decision, see section 185(2) of the Danish Public Procurement Act.

Not later than at the time of lodging a complaint with the Danish Complaints Board for Public Procurement, the complainant must notify the contracting entity in writing that a complaint has been lodged with the Danish Complaints Board for Public Procurement and whether the appeal was lodged during the standstill period, see section 6(4) of the Act. In cases where the complaint was not lodged within the standstill period, the complainant must furthermore indicate whether a suspensory effect of the complaint has been requested, see section 12(1) of the Act.

The e-mail address of the Complaints Board for Public Procurement is set out in section VI.4.1. The Complaints Board's own complaints procedure is available at <https://naevneneshus.dk/start-din-klage/klagenaevnet-for-udbud/vejledning/>

VI.5.

Date of dispatch of this notice

29/09/2022