

Denmark-Copenhagen: IT services: consulting, software development, Internet and support

OJ S 217/2023 10/11/2023

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Danmarks Radio

National registration number: 62786515

Postal address: DR Byen

Town: København S

NUTS code: DK Danmark

Postal code: 2300

Country: Denmark

Contact person: Barbara Reginsdóttir Johansen

E-mail: bajo@dr.dk

Telephone: +45 28542252

Internet address(es):

Main address: <https://www.ethics.dk/ethics/eo#/b51e5f45-0f2e-4b43-8f14-851d4e501629/homepage>

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://www.ethics.dk/ethics/eo#/b51e5f45-0f2e-4b43-8f14-851d4e501629/publicMaterial>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://www.ethics.dk/ethics/eo#/b51e5f45-0f2e-4b43-8f14-851d4e501629/homepage>

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

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at: <https://www.ethics.dk/ethics/eo#/b51e5f45-0f2e-4b43-8f14-851d4e501629/homepage>

I.4. Type of the contracting authority

Other type: Medievirksomhed

I.5. Main activity

Other activity: Medievirksomhed

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

EU udbud om levering af et nyt henvendelsessystem, til DR

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

Udbuddet vedrører indkøb af et nyt henvendelsessystem til DR, til brug for alle der vil i kontakt med DR samt for DR's egne medarbejdere.

II.1.5. Estimated total value

Value excluding VAT: 10 000 000,00 DKK

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

DR søger et henvendelsessystem i form af et kernesystem & agentinterface, som DR kan videreudvikle. Systemet skal grundlæggende indeholde en integreret vidensbank/FAQ-system, tilpassede indgange for brugere, overblik og rapportering, segmentering og mulighed for automatisering. Herudover skal systemet være økonomisk gennemsigtigt. Med anskaffelsen ønsker DR at gentænke det nuværende kontaktmiljø på dr.dk/kontakt

II.2.5. Award criteria

Criteria below

Quality criterion - Name: Kvalitet / Weighting: 40%

Quality criterion - Name: Use Cases / Weighting: 20%

Price - Weighting: 40%

II.2.6. Estimated value

Value excluding VAT: 10 000 000,00 DKK

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

Duration in months: 72

This contract is subject to renewal: yes

Description of renewals:

2*1 års forlængelse

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: yes

Description of options:

Tilbudsgiver bør angive pris for en option på en ren EU-baseret løsning, der helt undgår enhver form for

overførsel af personoplysninger til usikre tredjelande (medmindre det sker til en datamodtager, som har tilsluttet

sig EU-US Data Privacy Framework), uanset om det handler om hosting, support, udvikling eller andet.

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

DR har vurderet, at der er en sammenhæng imellem de udbudte ydelser under kontrakten. Dermed er ydelserne ikke egnede til opdeling, hvorfor udbuddet ikke er opdelt i delkontrakter.

Section III: Legal, economic, financial and technical information

III.1. Conditions for participation

III.1.2. Economic and financial standing

List and brief description of selection criteria:

Tilbudsgiver skal dokumentere en soliditetsgrad på minimum 20% i det senest afsluttede regnskabsår.

III.1.3. Technical and professional ability

List and brief description of selection criteria:

Tilbudsgiver skal dokumentere mindst 2 referencer for udførelse af levering, implementering og drift af ligende type system, med fast kundeforhold, enten privat eller offentligt, enten selvstændigt eller i samarbejde med en partner. Med lignende type system menes et kernesystem og agentinterface som understøtter moderne automatiseringsteknologi og AI.

III.2. Conditions related to the contract

III.2.2. Contract performance conditions

Der henvises til kontraktgrundlaget.

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

Date: 06/12/2023 Local time: 23:59

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

Danish

IV.2.6. Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

IV.2.7. Conditions for opening of tenders

Date: 07/12/2023 Local time: 00:00

Place:

Elektronisk

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3. Additional information

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:

I henhold til Lov om Klagenævnet for Udbud § 7, stk. 2, gælder det, at "Klage over udbud eller beslutninger omfattet af udbudslovens afsnit II eller III eller forsyningsvirksomhedsdirektivet, som ikke er omfattet af stk. 1, skal være indgivet til Klagenævnet for Udbud inden: 1) 45 kalenderdage efter at ordregiveren har offentliggjort en bekendtgørelse i Den Europæiske Unions Tidende om, at ordregiveren har indgået en kontrakt. Fristen regnes fra dagen efter den dag, hvor bekendtgørelsen er blevet offentliggjort."

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

06/11/2023