

## 86835-2026 - Kilpailu

**Tanska – Tietotekniikkapalvelut – Procurement of Support for the NOIS Application - 26/02018**  
**OJ S 26/2026 06/02/2026**  
**Hankintailmoitus tai käyttöoikeussopimusta koskeva ilmoitus – vakiojärjestelmä**  
**Palvelut**

### 1. Ostaja

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#### 1.1. Ostaja

Virallinen nimi: Energinet Systemansvar A/S  
Sähköposti: [procurement@energinet.dk](mailto:procurement@energinet.dk)  
Ostajan oikeudellinen muoto: Julkinen yritys  
Hankintayksikön toimiala: Sähkön liittyvät toiminnot

### 2. Menettely

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#### 2.1. Menettely

Ilmoituksen nimi: Procurement of Support for the NOIS Application - 26/02018  
Kuvaus: The Contracting Authority wants to purchase support for the NOIS application. The objective of this tender is to engage a qualified external service partner to deliver comprehensive support for the NOIS application. The scope of services encompasses technical maintenance, application support, incident management, application monitoring, release management, and integration with associated applications. For further details regarding the purchase, reference is made to the tender documents. The tendered contract has a duration of 5 years. The value of the contract is expected to amount to 5 Mio. EUR  
Menettelyn tunniste: b5235391-0911-4036-b90c-cf2c43ae3481  
Sisäinen tunniste: 652686  
Menettelyn tyyppi: Tarjouskilpailukutsun julkaisemisen jälkeinen neuvottelumenettely / tarjousperusteinen neuvottelumenettely  
Käytetään nopeutettua menettelyä: ei  
Menettelyn tärkeimmät piirteet: The tenders submitted must be valid for a period of six (6) months from the specified time limit for the submission of tenders. If the tenderer during the negotiation phase, prepares and submits revised tenders, such tenders must also be valid for the period of six (6) months from the specified time limit for these revised tenders.

##### 2.1.1. Tarkoitus

Pääasiallinen hankintalaji: Palvelut  
Pääasiallinen luokitus (cpv): 72222300 Tietotekniikkapalvelut  
Lisäluokitus (cpv): 72267000 Ohjelmistojen ylläpito- ja korjauspalvelut

##### 2.1.2. Suorituspaikka

Maa: Tanska  
Missä tahansa tietyn maan alueella

##### 2.1.3. Arvo

Ennakoitu arvo ilman arvonlisäveroa: 5 000 000,00 EUR

##### 2.1.4. Yleistä tietoa

Lisätiedot: It should be noted that this is a negotiated procedure. With the exception of basic elements, changes may be made to tender documents and their contents as a consequence as part of the negotiation process. The tenderer's legal form is not required. Information After Pre#Qualification Pre#qualified applicants will receive additional confidential information about the NOIS application after signing an Energinet NDA. The information may only be used for preparing the tender and must not be shared outside the NDA#covered project team. If you wish to apply to participate in this tender process, the corresponding ESPD must be filled in. The ESPD for this tender process can be found in Comdia. The ESPD must be filled in in Comdia, after which it is submitted via "Save and Send". Guidelines for completing the ESPD can be found on the website of the Konkurrence- og Forbrugerstyrelsen, [www.kfst.dk](http://www.kfst.dk) (The contracting entity does not take responsibility for the content of the guidance). Please note the following: - An applicant who participates alone, but relies on the capacity of one or more other entities (e.g. a parent company or sister company or subcontractor) shall ensure that the application is accompanied by both the applicant's own ESPD and a separate ESPD for each entity on which it wishes to rely, with a completed Part II "Information on the economic operator" and Part III "Grounds for exclusion" as well as relevant information concerning Part IV "Selection criteria" and Part V: "Limiting the number of qualified applicants". The attached ESPD from those other entities should be duly completed and signed. In addition, the submission of final evidence must also be accompanied by evidence of the commitment of these entities/subcontractors in this respect in the form of a statement of support. - Where groups of economic operators, including temporary associations, apply together, a full ESPD shall be filled in separately for each participating economic operator containing the required information. The final documentation must also be accompanied by a Consortium Declaration, by which the parties declare to be a consortium or other form of association jointly and severally, unconditionally, and directly liable for the fulfilment of the contract tendered.

#### **Oikeusperusta:**

Direktiivi 2014/25/EU

#### **2.1.6. Poissulkemisperusteet**

Poissulkemisperusteiden ilmoittamispaikka: Ilmoitus

Ammatin harjoittamiseen liittyvä vakava virhe: Is the economic operator guilty of grave professional misconduct? Where applicable, see definitions in national law, the relevant notice or the procurement documents.

Talouden toimijan hankintamenettelyyn osallistumisesta johtuvat eturistiriidat: Is the economic operator aware of any conflict of interest, as indicated in national law, the relevant notice or the procurement documents due to its participation in the procurement procedure?

Välitön tai välillinen osallistuminen tämän hankintamenettelyn valmisteluun: Has the economic operator or an undertaking related to it advised the contracting authority or contracting entity or otherwise been involved in the preparation of the procurement procedure?

Väärien tietojen antaminen, tietojen salaaminen, vaadittujen asiakirjojen toimittamatta jättäminen tai tätä menettelyä koskevien luottamuksellisten tietojen saaminen: Can the economic operator confirm that: a) It has been guilty of serious misrepresentation in supplying the information required for the verification of the absence of grounds for exclusion or the fulfilment of the selection criteria, b) It has withheld such information, c) It has not been able, without delay, to submit the supporting documents required by a contracting authority or contracting entity, and d) It has undertaken to unduly influence the decision making process of the contracting authority or contracting entity, to obtain confidential information that may confer upon it undue advantages in the procurement procedure or to negligently provide misleading information that may have a material influence on decisions concerning exclusion, selection or award?

Terrorismirikokset tai terroritoimintaan liittyvät rikokset: Has the economic operator itself or any person who is a member of its administrative, management or supervisory body or has powers of representation, decision or control therein been the subject of a conviction by final judgment for terrorist offences or offences linked to terrorist activities, by a conviction rendered at the most five years ago or in which an exclusion period set out directly in the conviction continues to be applicable? As defined in Articles 1 and 3 of Council Framework Decision of 13 June 2002 on combating terrorism (OJ L 164, 22.6.2002, p. 3). This exclusion ground also includes inciting or aiding or abetting or attempting to commit an offence, as referred to in Article 4 of that Framework Decision. For Danish applicants/tenderers the documentation is entailed in the "Serviceattest" which can be acquired from the Danish Business Authority. The time frame from request of a Serviceattest until receipt is usually two weeks. For foreign applicants/tenderers it is the experience of the Contracting Authority that the time frame for receipt of this documentation varies within the individual member states. As a result, The Contracting Authority strongly advises foreign applicants/tenderers to obtain this documentation as early as possible. Preferably the documentation should be ready and available already in connection with the prequalification. The EU Commission has launched e-CERTIS, a free, on-line source of information to help companies and contracting authorities to deal with different forms of documentary evidence required when tendering for public contracts. Information regarding relevant certificates can be obtained from: <https://ec.europa.eu/tools/ecertis/#/search>

Sosiaaliturvamaksujen maksamiseen liittyvän velvoitteen rikkominen: Has the economic operator breached its obligations relating to the payment social security contributions, both in the country in which it is established and in Member State of the contracting authority or contracting entity if other than the country of establishment? For Danish applicants/tenderers the documentation is entailed in the "Serviceattest" which can be acquired from the Danish Business Authority. The time frame from request of a Serviceattest until receipt is usually two weeks. For foreign applicants/tenderers it is the experience of the Contracting Authority that the time frame for receipt of this documentation varies within the individual member states. As a result, The Contracting Authority strongly advises foreign applicants/tenderers to obtain this documentation as early as possible. Preferably the documentation should be ready and available already in connection with the prequalification. The EU Commission has launched e-CERTIS, a free, on-line source of information to help companies and contracting authorities to deal with different forms of documentary evidence required when tendering for public contracts. Information regarding relevant certificates can be obtained from: <https://ec.europa.eu/tools/ecertis/#/search>

Verojen maksamiseen liittyvän velvoitteen rikkominen: The contracting entity shall exclude a candidate or tenderer who has unpaid overdue debts of DKK 100,000 or more to public authorities relating to taxes, duties or social security contributions under Danish law or the law of the country in which the applicant or tenderer is established. Documentation: in accordance with sections 152-153 of the Danish Public Procurement Act.

Rikollisjärjestön toimintaan osallistuminen: Has the economic operator itself or any person who is a member of its administrative, management or supervisory body or has powers of representation, decision or control therein been the subject of a conviction by final judgment for participation in a criminal organisation, by a conviction rendered at the most five years ago or in which an exclusion period set out directly in the conviction continues to be applicable? As defined in Article 2 of Council Framework Decision 2008/841/JHA of 24 October 2008 on the fight against organised crime (OJ L 300, 11.11.2008, p. 42). For Danish applicants/tenderers the documentation is entailed in the "Serviceattest" which can be acquired from the Danish Business Authority. The time frame from request of a Serviceattest until receipt is usually two weeks. For foreign applicants/tenderers it is the experience of the Contracting Authority that the time frame for receipt of this documentation varies within the individual member states. As

a result, The Contracting Authority strongly advises foreign applicants/tenderers to obtain this documentation as early as possible. Preferably the documentation should be ready and available already in connection with the prequalification. The EU Commission has launched e-CERTIS, a free, on-line source of information to help companies and contracting authorities to deal with different forms of documentary evidence required when tendering for public contracts. Information regarding relevant certificates can be obtained from: <https://ec.europa.eu/tools/ecertis/#/search>

Rahanpesu tai terrorismin rahoitus: Has the economic operator itself or any person who is a member of its administrative, management or supervisory body or has powers of representation, decision or control therein been the subject of a conviction by final judgment for money laundering or terrorist financing, by a conviction rendered at the most five years ago or in which an exclusion period set out directly in the conviction continues to be applicable? As defined in Article 1 of Directive 2005/60/EC of the European Parliament and of the Council of 26 October 2005 on the prevention of the use of the financial system for the purpose of money laundering and terrorist financing (OJ L 309, 25.11.2005, p. 15). For Danish applicants /tenderers the documentation is entailed in the "Serviceattest" which can be acquired from the Danish Business Authority. The time frame from request of a Serviceattest until receipt is usually two weeks. For foreign applicants/tenderers it is the experience of the Contracting Authority that the time frame for receipt of this documentation varies within the individual member states. As a result, The Contracting Authority strongly advises foreign applicants /tenderers to obtain this documentation as early as possible. Preferably the documentation should be ready and available already in connection with the prequalification. The EU Commission has launched e-CERTIS, a free, on-line source of information to help companies and contracting authorities to deal with different forms of documentary evidence required when tendering for public contracts. Information regarding relevant certificates can be obtained from: <https://ec.europa.eu/tools/ecertis/#/search>

Petos: Has the economic operator itself or any person who is a member of its administrative, management or supervisory body or has powers of representation, decision or control therein been the subject of a conviction by final judgment for fraud, by a conviction rendered at the most five years ago or in which an exclusion period set out directly in the conviction continues to be applicable? Within the meaning of Article 1 of the Convention on the protection of the European Communities' financial interests (OJ C 316, 27.11.1995, p. 48). For Danish applicants/tenderers the documentation is entailed in the "Serviceattest" which can be acquired from the Danish Business Authority. The time frame from request of a Serviceattest until receipt is usually two weeks. For foreign applicants/tenderers it is the experience of the Contracting Authority that the time frame for receipt of this documentation varies within the individual member states. As a result, The Contracting Authority strongly advises foreign applicants/tenderers to obtain this documentation as early as possible. Preferably the documentation should be ready and available already in connection with the prequalification. The EU Commission has launched e-CERTIS, a free, on-line source of information to help companies and contracting authorities to deal with different forms of documentary evidence required when tendering for public contracts. Information regarding relevant certificates can be obtained from: <https://ec.europa.eu/tools/ecertis/#/search>

Lapsityövoima ja muut ihmiskaupan muodot: Has the economic operator itself or any person who is a member of its administrative, management or supervisory body or has powers of representation, decision or control therein been the subject of a conviction by final judgment for child labour and other forms of trafficking in human beings, by a conviction rendered at the most five years ago or in which an exclusion period set out directly in the conviction continues to be applicable? As defined in Article 2 of Directive 2011/36/EU of the European Parliament and of the Council of 5 April 2011 on preventing and combating trafficking in human beings

and protecting its victims, and replacing Council Framework Decision 2002/629/JHA (OJ L 101, 15.4.2011, p. 1). For Danish applicants/tenderers the documentation is entailed in the "Serviceattest" which can be acquired from the Danish Business Authority. The time frame from request of a Serviceattest until receipt is usually two weeks. For foreign applicants/tenderers it is the experience of the Contracting Authority that the time frame for receipt of this documentation varies within the individual member states. As a result, The Contracting Authority strongly advises foreign applicants/tenderers to obtain this documentation as early as possible. Preferably the documentation should be ready and available already in connection with the prequalification. The EU Commission has launched e-CERTIS, a free, on-line source of information to help companies and contracting authorities to deal with different forms of documentary evidence required when tendering for public contracts. Information regarding relevant certificates can be obtained from: <https://ec.europa.eu/tools/ecertis/#/search>

Korruptio: Has the economic operator itself or any person who is a member of its administrative, management or supervisory body or has powers of representation, decision or control therein been the subject of a conviction by final judgment for corruption, by a conviction rendered at the most five years ago or in which an exclusion period set out directly in the conviction continues to be applicable? As defined in Article 3 of the Convention on the fight against corruption involving officials of the European Communities or officials of Member States of the European Union, OJ C 195, 25.6.1997, p. 1, and in Article 2(1) of Council Framework Decision 2003/568/JHA of 22 July 2003 on combating corruption in the private sector (OJ L 192, 31.7.2003, p. 54). This exclusion ground also includes corruption as defined in the national law of the contracting authority (contracting entity) or the economic operator. "

For Danish applicants/tenderers the documentation is entailed in the "Serviceattest" which can be acquired from the Danish Business Authority. The time frame from request of a Serviceattest until receipt is usually two weeks. For foreign applicants/tenderers it is the experience of the Contracting Authority that the time frame for receipt of this documentation varies within the individual member states. As a result, The Contracting Authority strongly advises foreign applicants/tenderers to obtain this documentation as early as possible. Preferably the documentation should be ready and available already in connection with the prequalification. The EU Commission has launched e-CERTIS, a free, on-line source of information to help companies and contracting authorities to deal with different forms of documentary evidence required when tendering for public contracts. Information regarding relevant certificates can be obtained from: <https://ec.europa.eu/tools/ecertis/#/search>

## 5. Osa

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### 5.1. Osa: LOT-0000

Ilmoituksen nimi: Procurement of Support for the NOIS Application - 26/02018

Kuvas: The Contracting Authority wants to purchase support for the NOIS application. The objective of this tender is to engage a qualified external service partner to deliver comprehensive support for the NOIS application. The scope of services encompasses technical maintenance, application support, incident management, application monitoring, release management, and integration with associated applications. For further details regarding the purchase, reference is made to the tender documents. The tendered contract has a duration of 5 years with no extensions. The contract is locked for the first two years, after which the Contracting Authority has the option to terminate the contract. The value of the contract is expected to amount to 5 Mio. EUR

Sisäinen tunnistus: 652686

#### 5.1.1. Tarkoitus



Pääasiallinen hankintalaji: Palvelut

Pääasiallinen luokitus (cpv): 72222300 Tietotekniikkapalvelut

Lisäluokitus (cpv): 72267000 Ohjelmistojen ylläpito- ja korjauspalvelut

**Optiot:**

Optioiden kuvaus: The tendered contract has a duration of 5 years with no extensions. The contract is locked for the first two years, after which the Contracting Authority has the option to terminate the contract.

**5.1.2. Suorituspaikka**

Maa: Tanska

Missä tahansa tietyn maan alueella

**5.1.3. Arvioitu kesto**

Alkamispäivä: 02/06/2026

Kesto: 5 Vuodet

**5.1.4. Uusiminen**

Sopimuksen optiokausien enimmäismäärä: 0

**5.1.5. Arvo**

Ennakoitu arvo ilman arvonlisäveroa: 5 000 000,00 EUR

**5.1.6. Yleistä tietoa**

**Varattu osallistuminen:**

Osallistumista ei ole varattu.

Hankintaa ei ole rahoitettu EU:n varoista

Hankintaan sovelletaan WTO:n julkisia hankintoja koskevaa sopimusta (GPA): kyllä

Lisätiedot: It should be noted that this is a negotiated procedure. With the exception of basic elements, changes may be made to tender documents and their contents as a consequence as part of the negotiation process. The tenderer's legal form is not required. Information After Pre#Qualification Pre#qualified applicants will receive additional confidential information about the NOIS application after signing an Energinet NDA. The information may only be used for preparing the tender and must not be shared outside the NDA#covered project team. If you wish to apply to participate in this tender process, the corresponding ESPD must be filled in. The ESPD for this tender process can be found in Comdia. The ESPD must be filled in in Comdia, after which it is submitted via "Save and Send". Guidelines for completing the ESPD can be found on the website of the Konkurrence- og Forbrugerstyrelsen, [www.kfst.dk](http://www.kfst.dk) (The contracting entity does not take responsibility for the content of the guidance). Please note the following: - An applicant who participates alone, but relies on the capacity of one or more other entities (e.g. a parent company or sister company or subcontractor) shall ensure that the application is accompanied by both the applicant's own ESPD and a separate ESPD for each entity on which it wishes to rely, with a completed Part II "Information on the economic operator" and Part III "Grounds for exclusion" as well as relevant information concerning Part IV "Selection criteria" and Part V: "Limiting the number of qualified applicants". The attached ESPD from those other entities should be duly completed and signed. In addition, the submission of final evidence must also be accompanied by evidence of the commitment of these entities/subcontractors in this respect in the form of a statement of support. - Where groups of economic operators, including temporary associations, apply together, a full ESPD shall be filled in separately for each participating economic operator containing the required information. The final documentation must also be accompanied by a Consortium Declaration, by which the parties declare to be a consortium or other form of association jointly and severally, unconditionally, and directly liable for the fulfilment of the contract tendered.

### 5.1.9. Valintaperusteet

Valintaperusteiden ilmoittamispaikka: Ilmoitus

Kriteeri: Taloudellinen suhdeluku

Valintaperusteen kuvaus: The applicant must confirm the economic ability in the ESPD part IV. B with information from the latest annual report regarding the following economic indicators: 1. Equity (total equity incl. share capital, reserves, revaluation, retained earning etc.) 2. Equity ratio (equity/total assets). This must be stated with two decimals. If the applicant relies on the capacities of other entities or the applicant is a group of economic operators the information for the ESPD part IV.B must also be given in a separate ESPD from each of these entities. It is the sole responsibility of the applicant to secure that the minimum requirements are reached based on consolidation when the applicant is relying on the capacity of other entities or when the applicant is a group of economic operators. Minimum requirement: Equity from the latest annual report must, at the time of prequalification, be at least 1,5 Mio. EUR. Equity ratio from the latest annual report must, at the time of prequalification, be at least 20 pct. If the equity ratio is between 15 pct. and 20 pct. The applicant can qualify if Equity exceeds 2 Mio EUR. Soveltuvuusvaatimusta käytetään valittaessa menettelyn jälkimmäiseen vaiheeseen kutsuttavia ehdokkaita

Hyväksytyjen tarjousten enimmäismäärä: 3

Kriteeri: Viitteet määriteltyihin palveluihin

Valintaperusteen kuvaus: The suitability of applicants fulfilling the minimum requirements to economic and financial standing will be assessed based on technical and professional ability. The ability will be assessed based on references which can be filled in ESPD part IV.C. The applicant is allowed to submit up to the 2 most comparable and relevant references undertaken in the past 3 years as part of the application. By "undertaken in the past 3 years" implies that the reference must not have been completed prior to the date reached when counting 3 years backwards from the submission date for prequalification. References older than this will not be taken into consideration. References which have not yet been fully completed can be included as part of the application, however the applicant must describe the parts which have not yet been delivered, and this may affect the evaluation of the application, cf. section 2.3. The references should describe support of NOIS or a similar Application as NOIS and include: • Technical support and troubleshooting deliveries (2nd and 3rd level) The reference must include deliveries related to: and 3rd level) o 2nd and 3rd level application support and 3rd level application support o technical troubleshooting of application components, integrations, work-flows, and data flows o handling of incidents (P1–P4), including diagnostics, workarounds, reporting and rootcause analysis cause analysis o coordination with internal customer support, software vendors and infra-structure/hosting providers regarding cross domain issues domain issues • Operations, maintenance, and deployment related deliveries o execution of deployments, configuration changes, and smoke testing across multiple environments (TEST, PRE PROD, PROD) o monitoring, log analysis, performance follow up, and proactive operational maintenance o database support (SQL), data consistency, backup/restore, and environment parity o participation in change processes (Pre CAB, CAB), including documentation and compliance activities • Contract value (if possible) • Date of initiation and final delivery (day, month, year) Any ambiguities and/or incomprehensibilities may have a negative effect on the selection of applicants. Please note the "description" box in ESPD part IV.C. can contain more text than is visible and it is possible to copy paste text into the box. If the applicant is relying on the capacity of other entities or the applicant is a group of economic operators the maximum number of references to be submitted must still be respected and cannot exceed 2 when combined. If more are submitted,

the Contracting Authority will only consider the most recent references determined by date of final delivery, in this case not yet finished references will not be included. If the applicant relies on other entities capacity or is part of a group of economic operators the information concerning ESPD part IV.C must be submitted in separate ESPD's for each entity. Minimum requirement: Each reference must concern a business#critical application with continuous operational responsibility, including incident handling (P1–P4) and handling of integrations with other Applications, whether internal or external. This includes experience with: 1. Operation and support Including ongoing second level support, error handling and system maintenance. 2. Application design and technical understanding Including architectural structure and code-level understanding of the supported application. 3. Governance and integration context Including governance processes related to the application and its integrations with external Applications.

Soveltuvuusvaatimusta käytetään valittaessa menettelyn jälkimmäiseen vaiheeseen kutsuttavia ehdokkaita

**Tiedot kaksivaiheisen menettelyn jälkimmäisestä vaiheesta:**

Menettelyn jälkimmäiseen vaiheeseen kutsuttavien ehdokkaiden vähimmäismäärä: 1

Menettelyn jälkimmäiseen vaiheeseen kutsuttavien ehdokkaiden enimmäismäärä: 3

Menettely etenee peräkkäisissä vaiheissa. Kussakin vaiheessa osa osallistujista voidaan karsia

**5.1.10. Vertailuperusteet**

**Kriteeri:**

Tyyppi: Hinta

Nimi: Price

Kuvaus: Prices must be stated in the attached Price List and the defined price elements must be completed herein. Prices must be stated exclusive of VAT but inclusive of all other expenses associated with the purchase. Prices must be stated in EUR. When evaluating 'Price', the Contracting Authority will evaluate the total cost (for evaluation purpose), cf. the Price List.

Kategoria vertailuperuste paino: Painotus (prosentteina, tarkka)

Vertailuperusteen luku: 30

**Kriteeri:**

Tyyppi: Laatu

Nimi: Task Execution and Methodology

Kuvaus: The tenderer must submit a written response addressing the requirements set out in Appendix 2 and any other relevant parts of the tender documents. Appendix 2 itself is not to be submitted but forms the basis for the tenderer's description. Factual evaluation basis: -

Description of how the tenderer will carry out the tasks during the contract period in accordance with the requirements. - A coherent description of workflows for task execution - Clear description of responsibilities and interfaces as described in the tender - A level of detail that makes the described workflows directly verifiable - A clear and explicit link between the described workflows and the requirements - Descriptions including defined process steps, decision points and responsibilities will generally score higher than purely descriptive narratives Positive weight: Precise and verifiable description of how the tasks will be executed in accordance with the requirements. It is a minimum requirement that the tenderer achieves the minimum score of five (5) for this subcriterion If this score is not achieved in connection with the tender evaluation, the offer will not be taken into account. Response is maximum 10.000 characters (equivalent to 4 pages) per evaluation criteria

Kategoria vertailuperuste paino: Painotus (prosentteina, tarkka)

Vertailuperusteen luku: 20

**Kriteeri:**



Tyyppi: Laatu

Nimi: Handling of Incidents and Errors

Kuvaus: The tenderer must submit a written response addressing the requirements set out in Appendix 2 and any other relevant parts of the tender documents. Appendix 2 itself is not to be submitted but forms the basis for the tenderer's description. Factual evaluation basis: -

Description of how errors, incidents, and escalations will be handled during the contract period in accordance with the requirements. - Description of processes for case handling, incident handling and reporting - Description of escalation processes and decision points - Clear differentiation between incident types and priorities as described in the tender and defined in the requirements specification - Concrete escalation process and clearly described procedures - Description of how recurring incidents will be followed up within the described processes

Positive weight: Systematic and verifiable description of incident and escalation handling processes. It is a minimum requirement that the tenderer achieves the minimum score of five (5) for this subcriterion. If this score is not achieved in connection with the tender evaluation, the offer will not be taken into account. Response is maximum 10.000 characters (equivalent to 4 pages) per evaluation criteria

Kategoria vertailuperuste paino: Painotus (prosentteina, tarkka)

Vertailuperusteen luku: 20

**Kriteeri:**

Tyyppi: Laatu

Nimi: Resources

Kuvaus: The tenderer must submit a written response addressing the requirements set out in Appendix 2 and any other relevant parts of the tender documents. Appendix 2 itself is not to be submitted but forms the basis for the tenderer's description. Factual evaluation basis: -

Description of how resources will be planned and applied to fulfil the requirements during the contract period. - Description of roles and functions assigned to fulfil the requirements - Description of presence and availability in accordance with the agreed SLA - Clear description of tasks and how they are distributed between the described roles and functions - Description of how absence and staff turnover will be handled during the contract period, including communication procedures - Description of procedures for knowledge transfer to new and existing personnel. Positive weight: Experience with 2 or 3 level support the Nois Application. Resource planning that ensures continuity in task execution, including clear collaboration and reporting structures. It is a minimum requirement that the tenderer achieves the minimum score of five (5) for this subcriterion. If this score is not achieved in connection with the tender evaluation, the offer will not be taken into account. Response is maximum 10.000 characters (equivalent to 4 pages) per evaluation criteria.

Kategoria vertailuperuste paino: Painotus (prosentteina, tarkka)

Vertailuperusteen luku: 30

**5.1.11. Hankinta-asiakirjat**

Hankinta-asiakirjojen osoite: <https://www.comdia.com/energinet/tenderinformationshow.aspx?Id=652686>

**5.1.12. Hankinnan ehdot**

**Menettelyn ehdot:**

Turvallisuusselvitys vaaditaan

Kuvaus: Security clearance is required for certain employees, which must be initiated after signing the contract.

**Tarjouksen/hakemuksen jättämisen ehdot:**

Tarjouksen/hakemuksen jättäminen sähköisesti: Pakollinen

Tarjouksen/hakemuksen toimitusosoite: <https://www.comdia.com/energinet/tenderinformationshow.aspx?Id=652686>

Kielet, joilla tarjoukset tai osallistumishakemukset voidaan toimittaa: englanti

Sähköinen luettelo: Ei sallittu

Vaihtoehtoiset tarjoukset: Ei sallittu

Osallistumishakemusten vastaanottamisen määräaika: 02/03/2026 10:00:00 (UTC+01:00)

Keski-Euroopan aika, Länsi-Euroopan kesäaika

**Tiedot, joita voidaan täydentää myös tarjousten jättämiseksi asetetun määräajan jälkeen :**

Hankkijan harkinnan mukaan osa puuttuvista hakuasiakirjoista voidaan toimittaa myöhemmin.

Lisätiedot: -

**Sopimusehdot:**

Sopimuksen täytäntöönpano on rajattu tehtäväksi suojatyöohjelmien puitteissa: Ei

Sopimuksen täytäntöönpanoa koskevat ehdot: See Draft Contract

Salassapitosopimus (NDA) vaaditaan: kyllä

Lisätietoja salassapitosopimuksesta: Yes, an NDA must be signed after the pre-qualification round.

Sähköinen laskutus: Pakollinen

Tilaukset tehdään sähköisesti: kyllä

Maksut tehdään sähköisesti: kyllä

Rahoitusjärjestelyn kuvaus: \_DEFAULT\_VALUE\_CHANGE\_ME\_

**5.1.15. Menetelmät**

**Puitejärjestely:**

Ei puitejärjestelyä

**Tietoa dynaamisesta hankintajärjestelmästä:**

Ei dynaamista hankintajärjestelmää

**5.1.16. Lisätietoja, sovittelu ja muutoksenhaku**

Muutoksenhakuelin: Danish Complaints Board for Public Procurement

Tietoa muutoksenhaun määräajoista: According to the Danish Complaints Board for Public Procurement Act etc. (the Act can be downloaded at [www.retsinformation.dk](http://www.retsinformation.dk)), the following deadlines for filing a complaint apply: Complaints about not having been selected must be submitted to the Danish Complaints Board for Public Procurement within 20 calendar days, cf. Section 7(1) of the Act, from the day after sending a notification to the candidates concerned about who has been selected, when the notification is accompanied by a statement of reasons for the decision in accordance with Section 2(1)(1) of the Act and Section 171(2) of the Public Procurement Act. In other situations, complaints about tenders, cf. Section 7(2) of the Act, must be submitted to the Complaints Board for Public Procurement within: 1) 45 calendar days after the contracting entity has published a notice in the Official Journal of the European Union that it has entered into a contract. The deadline is calculated from the day after the date on which the announcement has been published. 2) 20 calendar days from the day after the contracting entity has announced its decision, cf. Section 185(2) of the Public Procurement Act. No later than the same time that a complaint is submitted to the Complaints Board for Public Procurement, the complainant must inform the contracting entity in writing that a complaint is submitted to the Complaints Board for Public Procurement and whether the complaint has been submitted during the standstill period, cf. Section 6(4) of the Act. In cases where the complaint has not been submitted during the standstill period, the complainant must also state whether the complaint is to be given suspensive effect, cf. Section 12(1) of the Act. The Complaints Board for Public Procurement's e-mail address is stated in Section VI.4.1).

The Complaints Board for Public Procurement's complaint guide can be found at: [www.erhvervsstyrelsen.dk](http://www.erhvervsstyrelsen.dk).

Hankintamenettelystä lisätietoja antava organisaatio: Energinet Systemansvar A/S

Hankinta-asiakirjoja offline-tilassa tarjoava organisaatio: Energinet Systemansvar A/S

Muutoksenhakumenettelyjen määrääjoista lisätietoja tarjoava organisaatio: Danish Competition and Consumer Authority

Osallistumishakemuksia vastaanottava organisaatio: Energinet Systemansvar A/S

Tarjouksia käsittelevä organisaatio: Energinet Systemansvar A/S

## 8. Organisaatiot

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### 8.1. ORG-0001

Virallinen nimi: Energinet Systemansvar A/S

Rekisterinumero: 39 31 49 59

Postiosoite: Tonne Kjærsvej 65

Postitoimipaikka: Fredericia

Postinumero: 7000

Maaryhmittely (NUTS): Sydjylland (DK032)

Maa: Tanska

Yhteyspiste: Kirsten Ebstrup

Sähköposti: [procurement@energinet.dk](mailto:procurement@energinet.dk)

Puhelin: 70102244

Internetosoite: <https://energinet.dk/>

**Tämän organisaation roolit:**

Ostaja

Hankintamenettelystä lisätietoja antava organisaatio

Hankinta-asiakirjoja offline-tilassa tarjoava organisaatio

Osallistumishakemuksia vastaanottava organisaatio

Tarjouksia käsittelevä organisaatio

### 8.1. ORG-1000

Virallinen nimi: Comdia ApS

Rekisterinumero: 33501404

Postiosoite: Lindvedvej 73

Postitoimipaikka: Odense S

Postinumero: 5260

Maaryhmittely (NUTS): Fyn (DK031)

Maa: Tanska

Sähköposti: [support@comdia.com](mailto:support@comdia.com)

Puhelin: +45 7199 3672

Internetosoite: <https://www.comdia.com/>

**Tämän organisaation roolit:**

TED eSender

### 8.1. ORG-1001

Virallinen nimi: Danish Complaints Board for Public Procurement

Rekisterinumero: 37795526

Postiosoite: Danish Appeals Boards Authority, Toldboden 2

Postitoimipaikka: Viborg

Postinumero: 8800

Maaryhmittely (NUTS): Vestjylland (DK041)

Maa: Tanska

Sähköposti: [klfu@naevneneshus.dk](mailto:klfu@naevneneshus.dk)

Puhelin: +45 7240 5600

Internetosoite: <http://www.klfu.dk>

**Tämän organisaation roolit:**

Muutoksenhakuelin

#### 8.1. ORG-1002

Virallinen nimi: Danish Competition and Consumer Authority

Rekisterinumero: 10294819

Postiosoite: Carl Jacobsens Vej 35

Postitoimipaikka: Valby

Postinumero: 2500

Maaryhmittely (NUTS): Københavns omegn (DK012)

Maa: Tanska

Sähköposti: [kfst@kfst.dk](mailto:kfst@kfst.dk)

Puhelin: +45 4171 5000

Internetosoite: <https://www.kfst.dk/>

**Tämän organisaation roolit:**

Muutoksenhakumenettelyjen määrääjoista lisätietoja tarjoava organisaatio

## Ilmoituksen tiedot

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Ilmoituksen tunnisteversio: b486782c-9f1d-4838-b834-f955b0827b89 - 01

Lomakkeen tyyppi: Kilpailu

Ilmoituksen tyyppi: Hankintailmoitus tai käyttöoikeussopimusta koskeva ilmoitus – vakiojärjestelmä

Ilmoituksen alatyypinumero: 17

Ilmoituksen lähetyspäivä: 05/02/2026 14:38:57 (UTC+01:00) Keski-Euroopan aika, Länsi-Euroopan kesäaika

Kielet, joilla tämä ilmoitus on virallisesti saatavilla: englanti

Ilmoituksen julkaisunumero: 86835-2026

EUVL S -lehden numero: 26/2026

Julkaisupäivä: 06/02/2026