767356-2026 - Gara

Danimarca – Servizi informatici: consulenza, sviluppo di software, Internet e supporto – Tender for Agreement on outsourcing of IT infrastructure and Services
OJ S 214/2026 04/11/2026
Bando di gara o di concessione – regime ordinario
Servizi

1. Committente

1.1. Committente

Nome ufficiale: DSB
E-mail: adsh@dsb.dk
Attività dell'ente aggiudicatore: Servizi ferroviari

2. Procedura

2.1. Procedura

Titolo: Tender for Agreement on outsourcing of IT infrastructure and Services
Descrizione: DSB aims to achieve the following objectives through the Agreement to be awarded under this tender, as further detailed in the Agreement: Overall objectives 1) Support DSB-wide digitalisation 2) Ensure operational resilience, robust train operations, and digital sovereignty Sourcing-specific objectives 3) Commercial agility and flexibility 4) High stability in IT platforms 5) Pace of delivery 6) Continuous improvements 7) Information security and compliance 8) Market-conform prices 9) Transparency and control Transition objective 10) Stable and timely transition The main services of the Agreement comprise transition and transformation including the transfer of existing services from the incumbent suppliers and the execution of predefined projects and other projects, and services as mentioned below. The supplier will have end-to-end responsibility for completing the transition and any transformation projects and for performing the services mentioned below. The primary services and deliverables under this Agreement include the following six (6) service towers: 1) Cross functional services comprise the services, which apply to all service towers under the agreement, such as ITIL processes, Financial management, Intelligent & Autonomous Operations, Continuous improvement and Information Security services with SOC and SIEM 2) Cloud Engineering Services provide DSB with access to cloud expertise and specialists that can support DSB with advisory and optimisation activities and cloud-related contributions to tasks and projects; 3) Data Centre and Cloud Operation Services comprise a number of infrastructure services related to Data Centre infrastructure and facilities, and Cloud Operation Services comprise the operation in relation to cloud infrastructure delivered by DSB's third-party cloud service provider enabling DSB e.g. to deploy applications onto DSB's cloud environment; 4) SAP Services comprise the provision of a dedicated SAP S/4 HANA infrastructure platform provisioned as Platform-as-a-Service (PaaS); and a number of SAP Basis services for DSB’s SAP S/4 HANA; 5) Network Services comprise the support of the network on and between DSB's locations and WAN connections to Supplier's data centres and relevant third party supplier's service locations (e.g. a hyperscaler capacity provider), including configuration and administration of the network on DSB's locations (except for handling of physical equipment and cabling on DSB premises); and 6) End User Computing Services comprise the backend services such as software packaging and distribution, and deliver the infrastructure for the print service solution (“follow me-print”) including performing E2E-

coordination with DSB´s third party supplier for printers. All further described in the tender documents.
Identificativo della procedura: cb9aabda-7414-4605-a2d3-b41330703d00
Identificativo interno: 1
Tipo di procedura: Negoziata con previa indizione di gara / competitiva con negoziazione
La procedura è accelerata: no
Caratteristiche principali della procedura: The main stages of the procedure are as follows: The procedure is conducted as a negotiated procedure. The first stage of the procedure is the application and prequalification stage. Interested applicants submit their applications. DSB selects the applicants on the basis of the selection criteria set out in the contract notice. The selected tenderers are then invited to participate in the tender stage. The procedure for the submission of tenders and negotiations is described in further detail in the Tender specifications. As set out in the Tender specifications, DSB reserves the right to award the Agreement on the basis of all initial tenders, including revised initial tenders.

2.1.1. Finalità

Natura dell'appalto: Servizi
Classificazione principale (cpv): 72000000 Servizi informatici: consulenza, sviluppo di software, Internet e supporto
Classificazione aggiuntiva (cpv): 72260000 Servizi connessi al software, 72300000 Servizi di elaborazione dati

2.1.2. Luogo di esecuzione

Paese: Danimarca
Ovunque nel paese in questione

2.1.3. Valore

Valore stimato al netto dell'IVA: 900 000 000,00 DKK

2.1.4. Informazioni generali

Informazioni supplementari: Participation in the procurement procedure may only take place electronically via the contracting authority’s electronic tendering system. To gain access to the procurement documents, the applicant must be registered, or register, as a user. As mentioned in section 5.1.11 DSB has restricted the free, direct and full access to a limited part of the tender material due to confidential nature of information. The material will be made available to the applicants who are prequalified and invited to submit tenders. The material will be made available in a virtual data room, as further described in the Tender specifications. A link enabling tenderers to log in to the data room will be provided together with the invitation to the selected applicants to submit initial tenders. It is a condition, upon first log-in, that the tenderers and the users that shall be allowed access to the Data Room confirm terms of confidentiality by signing the non-disclosure agreements in Appendix L (Tenderers) and M (Users to the Data Room) concerning access to the Data Room. In addition, Appendix K must be completed with the contact details of the users that shall be allowed access to the Data Room. Appendices K, L and M should be submitted together with the application for prequalification so that the access link can be sent to the selected applicants at the same time as the invitation to submit initial tenders. If the application contains several copies (versions) of the same document, the most recently uploaded version shall prevail. All communication in connection with the procurement procedure, including questions and answers, must take place via the electronic tendering system. All questions must be submitted in English. DSB would prefer that questions concerning the prequalification be submitted no later than Tuesday 19 January 09:00 CET. Interested parties are requested to keep themselves informed via the

electronic tendering system. If the applicant experiences problems with the system, support may be contacted by email at dksupport@eu-supply.com or by telephone. As part of its application, the applicant must submit an ESPD as preliminary evidence of the matters referred to in section 148(1), nos. 1-3 of the Danish Public Procurement Act, cf. section 11 of the Executive Order on procedures for the award of contracts in the fields of water and energy supply, transport and postal services. It is not necessary for the applicant to sign its ESPD document. If the applicant is a group of operators (e.g. a consortium), a separate ESPD must be submitted for each of the participating economic operators. If the applicant is an group of operators, each participant's ESPD document must be signed by that participant. However It is not necessary for the lead applicant submitting the application to sign its ESPD document. If the applicant is a group of operators the applicant must also submit a consortium declaration as part of its application to the tender. The template is included as an appendix to the Tender specifications (Appendix I). If the applicant relies on the capacities of other entities, an ESPD must be submitted for each of the entities on whose capacities it relies, and the ESPD document must be signed by the supporting entity. If the applicant relies on the capacities of other entities the applicant must also submit a letter of support/letter of commitment as part of its application to the tender. The template is included as an appendix to the Tender specifications (Appendix G). The applicant will be excluded from participation in the procurement procedure if the applicant is subject to the mandatory grounds for exclusion referred to in sections 134 a, 135 and 136 of the Danish Public Procurement Act, cf. section 10 (1), no. 1 of the Executive Order on procedures for the award of contracts in the fields of water and energy supply, transport and postal services, unless the applicant has provided sufficient documentation demonstrating its reliability in accordance with section 138 of the Danish Public Procurement Act, cf. section 10(1), no. 2 of the Implementation Executive Order. Before the award decision, the tenderer to whom DSB intends to award the Agreement must provide documentation for the information submitted in the ESPD in accordance with sections 151 and 152(3) of the Danish Public Procurement Act, cf. section 11 of the Implementation Executive Order. Attention is drawn to the fact that this procurement procedure is subject to Article 5k of Regulation (EU) No 833/2014, as amended. This provision prohibits the award of contracts to Russian companies and Russian-controlled companies, among others (see Article 5k(1) for the precise scope of the entities subject to the prohibition). DSB reserves the right, at any time during the procurement procedure, to require documentation that the economic operators are not subject to the prohibition, for example by requiring a declaration to that effect and/or documentation of the place of establishment and ownership of the economic operators and any subcontractors they may have. In the event of changes to the composition of the tenderer, the rules set out in section 147 of the Danish Public Procurement Act shall apply in full. With regard to section 2.1.3 and 5.1.5, it should be noted that the amount constitutes an estimate of the expected contract value for the full term of the Agreement. The estimate is based on DSB' s expected consumption during the term of the Agreement compared with the expected price level. The Agreement has not been divided into lots, cf. Section 49(2) of the Danish Public Procurement Act, as such division is not considered appropriate in view of the nature of the services covered by the Agreement. In particular, it is considered that dividing the Agreement would be inappropriate for reasons relating to operational reliability, economy and the allocation of responsibilities. The Tender specifications sets out the requirement categorization of requirements in the Agreement and Schedules. All requirements that are not minimum requirements may in principle be negotiated and may be changed/withdrawn. Thus, all potential candidates who can comply with the minimum requirements are encouraged to apply to participate. It should furthermore be noted that each applicant may submit only one application for prequalification. DSB will select the stated number of applicants in accordance with the selection criteria set out in this contract notice, unless the number of compliant

applications received does not exceed that number DSB may request applicants to supplement, clarify or complete the application pursuant to Article 76(4) of the Utilities Directive if the application does not meet the formal requirements of the procurement documents. According to the Danish Act on screening of certain foreign direct investments (the Investment Screening Act) (https://www.retsinformation.dk/eli/lta/2021/842) , tenderers domiciled outside the EU or EFTA, or those under the control or significant influence as defined in the Act by an enterprise domiciled or a citizen from a country outside the EU or EFTA, must apply to the Danish Business Authority for permission to enter into a "special economic agreement" within a particularly sensitive sector or activity. DSB assesses that entering into the Agreement may be subject to a requirement for permission under certain circumstances. Therefore, the tenderer should clarify whether a potential agreement would be subject to such a requirement. For further information, see Aktiviteter omfattet af investeringsscreeningsloven | erhvervsstyrelsen.dk.

Base giuridica:

Direttiva 2014/25/UE

2.1.6. Motivi di esclusione

Fonti dei motivi di esclusione: Avviso

Corruzione: Cf. section 135 (1), no 2, of the Danish Public Procurement Act

Frode: Cf. section 135 (1), no 3, of the Danish Public Procurement Act

Riciclaggio di proventi di attività criminose o finanziamento del terrorismo: Cf. section 135 (1), no 5, of the Danish Public Procurement Act

Partecipazione a un'organizzazione criminale: Cf. section 135 (1), no 1, of the Danish Public Procurement Act

Reati terroristici o reati connessi alle attività terroristiche: Cf. section 135 (1), no 4, of the Danish Public Procurement Act

Lavoro minorile e altre forme di tratta di esseri umani: Cf. section 135 (1), no 6, of the Danish Public Procurement Act

Grave illecito professionale: Cf. section 136, no 4, of the Danish Public Procurement Act

False dichiarazioni, omessa informazione, incapacità di fornire i documenti richiesti o acquisizione di informazioni confidenziali in merito alla procedura in questione: Cf. section 136, no 3, of the Danish Public Procurement Act

Conflitto di interessi legato alla partecipazione alla procedura di appalto: Cf. section 136, no 1, of the Danish Public Procurement Act

Partecipazione diretta o indiretta alla preparazione della procedura di appalto: Cf. section 136, no 2, of the Danish Public Procurement Act

Violazione degli obblighi connessi a motivi di esclusione previsti esclusivamente dalla legislazione nazionale: Cf. section 134a of the Danish Public Procurement Act

Violazione dell'obbligo di pagamento dei contributi previdenziali: Cf. section 135 (3) of the Danish Public Procurement Act

Violazione dell'obbligo di pagamento delle imposte: Cf. section 135 (3) of the Danish Public Procurement Act

5. Lotto

5.1. Lotto: LOT-0000

Titolo: Tender for Agreement on outsourcing of IT infrastructure and Services

Descrizione: DSB aims to achieve the following objectives through the Agreement to be awarded under this tender, as further detailed in the Agreement: Overall objectives 1) Support DSB-wide digitalisation 2) Ensure operational resilience, robust train operations, and digital

sovereignty Sourcing-specific objectives 3) Commercial agility and flexibility 4) High stability in IT platforms 5) Pace of delivery 6) Continuous improvements 7) Information security and compliance 8) Market-conform prices 9) Transparency and control Transition objective 10) Stable and timely transition The main services of the Agreement comprise transition and transformation including the transfer of existing services from the incumbent suppliers and the execution of predefined projects and other projects, and services as mentioned below. The supplier will have end-to-end responsibility for completing the transition and any transformation projects and for performing the services mentioned below. The primary services and deliverables under this Agreement include the following six (6) service towers: 1) Cross functional services comprise the services, which apply to all service towers under the agreement, such as ITIL processes, Financial management, Intelligent & Autonomous Operations, Continuous improvement and Information Security services with SOC and SIEM 2) Cloud Engineering Services provide DSB with access to cloud expertise and specialists that can support DSB with advisory and optimisation activities and cloud-related contributions to tasks and projects; 3) Data Centre and Cloud Operation Services comprise a number of infrastructure services related to Data Centre infrastructure and facilities, and Cloud Operation Services comprise the operation in relation to cloud infrastructure delivered by DSB's third-party cloud service provider enabling DSB e.g. to deploy applications onto DSB's cloud environment; 4) SAP Services comprise the provision of a dedicated SAP S/4 HANA infrastructure platform provisioned as Platform-as-a-Service (PaaS); and a number of SAP Basis services for DSB’s SAP S/4 HANA; 5) Network Services comprise the support of the network on and between DSB's locations and WAN connections to Supplier's data centres and relevant third party supplier's service locations (e.g. a hyperscaler capacity provider), including configuration and administration of the network on DSB's locations (except for handling of physical equipment and cabling on DSB premises); and 6) End User Computing Services comprise the backend services such as software packaging and distribution, and deliver the infrastructure for the print service solution (“follow me-print”) including performing E2E-coordination with DSB´s third party supplier for printers. All further described in the tender documents.
Identificativo interno: 1

5.1.1. Finalità

Natura dell'appalto: Servizi
Classificazione principale (cpv): 72000000 Servizi informatici: consulenza, sviluppo di software, Internet e supporto
Classificazione aggiuntiva (cpv): 72260000 Servizi connessi al software, 72300000 Servizi di elaborazione dati

5.1.2. Luogo di esecuzione

Paese: Danimarca
Ovunque nel paese in questione

5.1.3. Durata stimata

Data di inizio: 23/08/2027
Durata: 120 Mesi

5.1.4. Rinnovo

Rinnovi massimi: 2
Altre informazioni sul rinnovo: The Agreement commences on the Effective Date and is entered into for a period of five (5) years from the Transition End Date (the "Initial Term"). The Initial Term shall automatically be extended for a further period of three (3) years (the "First

Extension Period") and thereafter automatically for a further period of two (2) years (the "Second Extension Period"), unless terminated by DSB in accordance with the Agreement. Upon expiry or termination (in whole or in part) of this Agreement, DSB may extend this Agreement for one or more subsequent periods not exceeding twenty-four (24) Months in aggregate, provided that such extension is required due to circumstances which could not reasonably have been foreseen by DSB. Due to Transition and circumstances which could not reasonably have been foreseen by DSB the term therefore might exceed 120 months.

5.1.5. Valore

Valore stimato al netto dell'IVA: 900 000 000,00 DKK

5.1.6. Informazioni generali

Partecipazione riservata:

La partecipazione non è riservata.
Progetto di appalto non finanziato con fondi UE
L'appalto è soggetto all'accordo sugli appalti pubblici (AAP): sì
L'appalto si addice anche alle piccole e medie imprese (PMI): no
Informazioni supplementari: Participation in the procurement procedure may only take place electronically via the contracting authority’s electronic tendering system. To gain access to the procurement documents, the applicant must be registered, or register, as a user. As mentioned in section 5.1.11 DSB has restricted the free, direct and full access to a limited part of the tender material due to confidential nature of information. The material will be made available to the applicants who are prequalified and invited to submit tenders. The material will be made available in a virtual data room, as further described in the Tender specifications. A link enabling tenderers to log in to the data room will be provided together with the invitation to the selected applicants to submit initial tenders. It is a condition, upon first log-in, that the tenderers and the users that shall be allowed access to the Data Room confirm terms of confidentiality by signing the non-disclosure agreements in Appendix L (Tenderers) and M (Users to the Data Room) concerning access to the Data Room. In addition, Appendix K must be completed with the contact details of the users that shall be allowed access to the Data Room. Appendices K, L and M should be submitted together with the application for prequalification so that the access link can be sent to the selected applicants at the same time as the invitation to submit initial tenders. If the application contains several copies (versions) of the same document, the most recently uploaded version shall prevail. All communication in connection with the procurement procedure, including questions and answers, must take place via the electronic tendering system. All questions must be submitted in English. DSB would prefer that questions concerning the prequalification be submitted no later than Tuesday 19 January 09:00 CET. Interested parties are requested to keep themselves informed via the electronic tendering system. If the applicant experiences problems with the system, support may be contacted by email at dksupport@eu-supply.com or by telephone. As part of its application, the applicant must submit an ESPD as preliminary evidence of the matters referred to in section 148(1), nos. 1-3 of the Danish Public Procurement Act, cf. section 11 of the Executive Order on procedures for the award of contracts in the fields of water and energy supply, transport and postal services. It is not necessary for the applicant to sign its ESPD document. If the applicant is a group of operators (e.g. a consortium), a separate ESPD must be submitted for each of the participating economic operators. If the applicant is an group of operators, each participant’s ESPD document must be signed by that participant. However It is not necessary for the lead applicant submitting the application to sign its ESPD document. If the applicant is a group of operators the applicant must also submit a consortium declaration as part of its application to the tender. The template is included as an appendix to the Tender

specifications (Appendix I). If the applicant relies on the capacities of other entities, an ESPD must be submitted for each of the entities on whose capacities it relies, and the ESPD document must be signed by the supporting entity. If the applicant relies on the capacities of other entities the applicant must also submit a letter of support/letter of commitment as part of its application to the tender. The template is included as an appendix to the Tender specifications (Appendix G). The applicant will be excluded from participation in the procurement procedure if the applicant is subject to the mandatory grounds for exclusion referred to in sections 134 a, 135 and 136 of the Danish Public Procurement Act, cf. section 10 (1), no. 1 of the Executive Order on procedures for the award of contracts in the fields of water and energy supply, transport and postal services, unless the applicant has provided sufficient documentation demonstrating its reliability in accordance with section 138 of the Danish Public Procurement Act, cf. section 10(1), no. 2 of the Implementation Executive Order. Before the award decision, the tenderer to whom DSB intends to award the Agreement must provide documentation for the information submitted in the ESPD in accordance with sections 151 and 152(3) of the Danish Public Procurement Act, cf. section 11 of the Implementation Executive Order. Attention is drawn to the fact that this procurement procedure is subject to Article 5k of Regulation (EU) No 833/2014, as amended. This provision prohibits the award of contracts to Russian companies and Russian-controlled companies, among others (see Article 5k(1) for the precise scope of the entities subject to the prohibition). DSB reserves the right, at any time during the procurement procedure, to require documentation that the economic operators are not subject to the prohibition, for example by requiring a declaration to that effect and/or documentation of the place of establishment and ownership of the economic operators and any subcontractors they may have. In the event of changes to the composition of the tenderer, the rules set out in section 147 of the Danish Public Procurement Act shall apply in full. With regard to section 2.1.3 and 5.1.5, it should be noted that the amount constitutes an estimate of the expected contract value for the full term of the Agreement. The estimate is based on DSB’ s expected consumption during the term of the Agreement compared with the expected price level. The Agreement has not been divided into lots, cf. Section 49(2) of the Danish Public Procurement Act, as such division is not considered appropriate in view of the nature of the services covered by the Agreement. In particular, it is considered that dividing the Agreement would be inappropriate for reasons relating to operational reliability, economy and the allocation of responsibilities. The Tender specifications sets out the requirement categorization of requirements in the Agreement and Schedules. All requirements that are not minimum requirements may in principle be negotiated and may be changed/withdrawn. Thus, all potential candidates who can comply with the minimum requirements are encouraged to apply to participate. It should furthermore be noted that each applicant may submit only one application for prequalification. DSB will select the stated number of applicants in accordance with the selection criteria set out in this contract notice, unless the number of compliant applications received does not exceed that number DSB may request applicants to supplement, clarify or complete the application pursuant to Article 76(4) of the Utilities Directive if the application does not meet the formal requirements of the procurement documents. According to the Danish Act on screening of certain foreign direct investments (the Investment Screening Act) (https://www.retsinformation.dk/eli/lta/2021/842) , tenderers domiciled outside the EU or EFTA, or those under the control or significant influence as defined in the Act by an enterprise domiciled or a citizen from a country outside the EU or EFTA, must apply to the Danish Business Authority for permission to enter into a "special economic agreement" within a particularly sensitive sector or activity. DSB assesses that entering into the Agreement may be subject to a requirement for permission under certain

circumstances. Therefore, the tenderer should clarify whether a potential agreement would be subject to such a requirement. For further information, see Aktiviteter omfattet af investeringsscreeningsloven | erhvervsstyrelsen.dk.

5.1.9. Criteri di selezione

Fonti dei criteri di selezione: Avviso
Criterio: Rapporto finanziario
Descrizione del criterio di selezione: The applicant must submit the European Single Procurement Document (hereinafter referred to as ESPD) specifying the following information: The applicant's solvency ratio for the three most recent available financial years. If the applicant is a group of operators (e.g. a consortium), the information must be provided for each entity participating. If the applicant relies on the financial and economic capacity of other entities (e.g., a parent company, sister company, or subcontractor), the information must also be provided for these entities. The ESPD serves as preliminary evidence that the applicant /tenderer fulfils the minimum suitability requirements concerning economic and financial capacity. Before the award decision, the tenderer to whom DSB intends to award the Agreement must provide documentation proving the accuracy of the information in the ESPD. When requested by DSB, the following documentation for economic and financial capacity must be submitted: A declaration of the applicant’s solvency ratio, calculated as (total equity /total assets) x 100 per year, or an excerpt thereof from the most recent three available annual reports/financial statements, depending on when the applicant was established. DSB also refers to the documentation forms specified in Section 154, subsection 1, no. 2, and subsection 2 of the Danish Public Procurement Act. As a minimum requirement, an average solvency ratio of at least 20.0% over the last three most recent available financial years is required. The solvency ratio is calculated as (total equity/total assets) x 100 = solvency ratio over the last three most recent available financial years. If the applicant relies on the capacity of other entities, the solvency ratio is calculated as the combined equity of the applicant and these other entities in relation to their combined assets, expressed as a percentage and averaged over the last three most recent available financial years. In the case of a group of operators (e.g. a consortium), the solvency ratio is calculated as the combined equity of the companies in relation to their combined assets, expressed as a percentage and averaged over the last three most recent available financial years. The information must be stated in ESPD section IV.B "Financial ratios." The applicant is requested to clearly indicate "solvency ratio" in the response.

Criterio: Rapporto finanziario
Descrizione del criterio di selezione: The applicant must submit the European Single Procurement Document (hereinafter referred to as ESPD) specifying the following information: The applicant's EBIT margin for the three most recent available financial years. If the applicant is a group of operators (e.g. a consortium), the information must be provided for each entity participating. If the applicant relies on the financial and economic capacity of other entities (e.g., a parent company, sister company, or subcontractor), the information must also be provided for these entities. The ESPD serves as preliminary evidence that the applicant fulfils the minimum suitability requirements concerning economic and financial capacity. Before the award decision, the tenderer to whom DSB intends to award the Agreement must provide documentation proving the accuracy of the information in the ESPD. When requested by DSB, the following documentation for economic and financial capacity must be submitted: A declaration of the applicant’s EBIT margin, calculated as (EBIT/Turnover) * 100 per year, or an excerpt thereof from the three most recent available annual reports/financial statements, depending on when the applicant was established or commenced operations, if figures for this

turnover are available. DSB also refers to the documentation forms specified in Section 154, subsection 1, no. 2, and subsection 2 of the Danish Public Procurement Act. As a minimum requirement, an average EBIT margin, calculated as (EBIT/Turnover) * 100, of at least 2,0% over the last three most recent available financial years is required. The average EBIT margin is calculated as the average of the EBIT margins for the last three most recent available financial years. If the applicant relies on the capacity of other entities, the EBIT margin is calculated as the combined EBIT of the applicant and these other entities in relation to their combined turnover, expressed as a percentage and averaged over the last three most recent available financial years. In the case of a group of operators (e.g. a consortium), the EBIT margin is calculated in a similar manner, i.e., the consortium's combined EBIT in relation to their combined turnover, expressed as a percentage and averaged over the last three most recent available financial years. The information must be stated in ESPD section IV.B "Financial ratios." The applicant is requested to clearly indicate "EBIT margin" in the response.

Criterio: Fatturato annuo medio
Descrizione del criterio di selezione: The applicant must submit the European Single Procurement Document (hereinafter referred to as ESPD) specifying the following information: The applicant's average annual turnover within the three most recent available financial years. If the applicant is a group of operators (e.g. a consortium), the information must be provided for each entity participating. If the applicant relies on the financial and economic capacity of other entities (e.g., a parent company, sister company, or subcontractor), the information must also be provided for these entities. The ESPD serves as preliminary evidence that the applicant /tenderer fulfils the minimum suitability requirements concerning economic and financial capacity. Before the award decision, the tenderer to whom DSB intends to award the Agreement must provide documentation proving the accuracy of the information in the ESPD. When requested by DSB, the following documentation for economic and financial capacity must be submitted: A declaration of the applicant's average turnover or an excerpt thereof from the three most recent available annual reports/financial statements, depending on when the applicant was established or commenced operations, if figures for this turnover are available. DSB also refers to the documentation forms specified in Section 154, subsection 1, no. 2, and subsection 2 of the Danish Public Procurement Act. As a minimum requirement, an average annual turnover of at least DKK 700.000.000 within the last three most recent available financial years is required. If the applicant relies on the capacity of other entities, the turnover is calculated as the combined turnover of the applicant and these other entities for each of the last three most recent available financial years. In the case of a group of operators (e.g. a consortium) the turnover is calculated as the combined turnover of the companies for each of the last three most recent available financial years. The information must be stated in ESPD section IV.B "Total annual turnover."

Criterio: Certificati rilasciati da organi indipendenti riguardanti standard di assicurazione della qualità
Descrizione del criterio di selezione: The applicant must submit the European Single Procurement Document (hereinafter referred to as ESPD) specifying the following information: - The applicant must confirm that the applicant has an information security management system compliant to the requirements in ISO 27001 or equivalent. - The applicant must confirm that the applicant has a Quality Management System compliant to the requirements in ISO 9001:2015 or equivalent. The ESPD serves as preliminary evidence that the applicant /tenderer fulfils the minimum suitability requirements. Before the award decision, the tenderer to whom DSB intends to award the Agreement must provide documentation proving the accuracy of the information in the ESPD. When requested by DSB, the following

documentation must be submitted: Certificates from independent bodies or other appropriate documentation. DSB also refers to the documentation forms specified in Section 157 of the Danish Public Procurement Act. It is a minimum requirement that the applicant must be compliant to 1) the requirements in ISO 27001 or equivalent, and 2) the requirements in ISO 9001:2015 or equivalent. The information must be stated in ESPD section IV.D.

Criterio: Referenze su servizi specifici
Descrizione del criterio di selezione: The applicant must submit the European Single Procurement Document (hereinafter referred to as ESPD) specifying the following information: The applicant must submit references detailing their most significant experience with similar tasks, as specified in the ESPD, section IV.C. The following information concerning the reference descriptions should be provided in Section IV.C: A list of up to five (5) references concerning the most significant comparable transitions and services, see Section 2.1, that the applicant has carried out in the last five (5) years before the expiry of the application deadline Each reference should include the following information: A) Recipient of the work/service / the customer: a description of the type and size of the customer, the products and services that the customer provides and name of the country(*ies) in which the services to the customer were delivered. The reference should also include the name of the customer. B) A description of the transition and services performed and whether the services were delivered onshore, and /or nearshore and/or offshore. The delivery description should include a clear description of the comparability with the transition and services set out in section 2.1. C) Whether the assignment was carried out in collaboration with other companies, and if so, the applicant’s role (s) and setup in the performance of the delivery, including use of sub-suppliers to provide the full transition and services. D) Timing and duration of the assignment (if the assignment is ongoing, only the portion of services already performed at the time of application will be considered in the evaluation of the reference. When specifying the delivery date, the applicant must indicate the start and end dates of the delivery. If this is not possible, e.g., because the tasks are performed continuously under a framework agreement, the applicant must describe how the date is specified in the description of the delivery). DSB requests that applicants limit the description of each reference to a maximum of 7,200 characters, including spaces. If the reference description exceeds 7200 characters, DSB will disregard the part exceeding this character limit, and that part will therefore not be included in the evaluation. References must not contain links or similar references. References must not contain links or similar references. If a reference contains links or similar references, DSB will disregard such content, and it will not be included in the evaluation of the reference. No more than 5 references may be stated, irrespective of whether the applicant is a single supplier, whether the candidate relies on the technical capacity of other entities, or whether the candidate is a group of operators (e.g. a consortium). If more than the maximum allowed number of references are included in the application, DSB will only evaluate the first references listed in the submitted ESPD. If the applicant is a group of operators (e.g. a consortium) or relies on the capacity of other entities, DSB will consider the first reference in each submitted ESPD, then the second reference from each ESPD, and so on (Round Robin). If a reference does not meet the above requirements, it will still count as one of the first five references. If the applicant relies on the capacity of other entities, as stated above, the applicant will be required to submit a letter of support. Regarding documentation of technical and professional capacity, the applicant must submit the following: The reference list included in the ESPD is considered by DSB as the final documentation of the applicant's references. No additional documentation for references will be required from the applicant. However, DSB reserves the right to contact the candidate or the customer stated in the reference for confirmation of the information stated in the reference, including the dates of the reference indicated. DSB will select three (3) applicants. If applications are

received from more than three (3) qualified applicants, DSB will make a selection among these applicants. The selection will be based on an assessment of the most relevant references in relation to the tendered assignment. When assessing the relevance of the references, the following factors will be emphasized: The evaluation of the most relevant deliveries will be made on the basis on the extent to which the references document experience with delivery of 1) transition and 2) the service towers, see the description in section 2.1, comparable in terms of scope (including quantities) and comparable in terms of customers to which the services where delivered. In the evaluation of the most relevant deliveries, experience with 1) transition and 2) service towers will be weighted equally. In the evaluation of 2) service towers, each of the six (6) service towers will be weighted equally. The assessment of which candidates have documented the most relevant references will be based on an overall assessment of whether all the references together document a high degree of relevant experience, see above. For the selection process, applicants must only complete Part V of the ESPD by referencing Part IV.
I criteri saranno utilizzati per selezionare i candidati da invitare alla seconda fase della procedura

Informazioni sulla seconda fase di una procedura in due fasi:

Numero minimo di candidati da invitare alla seconda fase della procedura: 3
Numero massimo di candidati da invitare alla seconda fase della procedura: 3
La procedura si svolge in diverse fasi. In ogni fase possono essere eliminati alcuni partecipanti

5.1.10. Criteri di aggiudicazione

Criterio:

Tipo: Prezzo
Nome: Price
Descrizione: The sub-criterion Price is evaluated based on a technical evaluation price, which is calculated as specified in the Tender specifications.
Categoria del criterio di aggiudicazione peso: Ponderazione (percentuale, esatta)
Criterio di aggiudicazione: numero: 35

Criterio:

Tipo: Qualità
Nome: Quality of Transition and Transformation
Descrizione: The sub-criterion Quality of Transition and Transformation includes sub-sub-criteria with weightings as outlined in the Tender specifications.
Categoria del criterio di aggiudicazione peso: Ponderazione (percentuale, esatta)
Criterio di aggiudicazione: numero: 25

Criterio:

Tipo: Qualità
Nome: Quality of Service
Descrizione: The sub-criterion Quality of Service includes sub-sub-criteria with weightings as outlined in the Tender specifications.
Categoria del criterio di aggiudicazione peso: Ponderazione (percentuale, esatta)
Criterio di aggiudicazione: numero: 40

5.1.11. Documenti di gara

L'accesso a determinati documenti di gara è limitato
Giustificazione dell'accesso limitato a determinati documenti di gara: Protezione di informazioni particolarmente sensibili
Lingue in cui i documenti di gara sono ufficialmente disponibili: inglese
Le informazioni sui documenti riservati sono disponibili all'indirizzo seguente: https://eu.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=461901&TID=200422234&B=

5.1.12. Condizioni di appalto

Modalità di presentazione:

Presentazione elettronica delle offerte: Obbligatoria

Indirizzo per la presentazione: https://eu.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=461901&TID=200422234&B=

Lingue in cui possono essere presentate le offerte o le domande di partecipazione: inglese

Catalogo elettronico: Non consentita

Varianti: Non consentita

Gli offerenti possono presentare più di un'offerta: Non consentita

Descrizione della garanzia finanziaria: DSB requires the following financial guarantees: 1) On-demand guarantee from Supplier's parent company, and 2) On-demand financial bank guarantee. However, the requirement for a 1) On-demand guarantee from Supplier's parent company does not apply if 1) the tenderer is itself the parent company of its group and as such does not have a parent company to provide such guarantee, or 2) the tenderer, as part of its tender, relies on the economic and financial capacities of its parent company and submits a declaration of support. The guarantees are further described in the Agreement.

Termine per il ricevimento delle domande di partecipazione: 03/12/2026 08:00:00 (UTC+00:00) ora dell'Europa occidentale, GMT

Condizioni contrattuali:

L'esecuzione dell'appalto deve avvenire nel contesto di programmi di lavoro protetti: No

Condizioni relative all'esecuzione dell'appalto: The Agreement incorporates considerations of corporate social responsibility as outlined in the conventions underpinning the principles of the UN Global Compact and as formulated in the OECD Guidelines for Multinational Enterprises, to the extent relevant. Furthermore, contractual requirements have been established in accordance with ILO Convention 94 on labor clauses in public contracts and Circular No. 9471 of June 30, 2014. The Agreement lays down requirements on compliance with the law on processing of personal data.

Accordo finanziario: The financing and payment terms are specified in the tender material.

5.1.15. Tecniche

Accordo quadro:

Nessun accordo quadro

Informazioni sul sistema dinamico di acquisizione:

Nessun sistema dinamico di acquisizione

5.1.16. Ulteriori informazioni, mediazione e ricorsi

Organizzazione competente per i ricorsi: Klagenævnet for Udbud

Informazioni sui termini per il riesame: Pursuant to Consolidated Act no. 593 of 2 June 2016 on the Complaints Board for Public Procurement, as amended, the following time limits apply to the filing of requests for a review procedure: Complaints about not having been selected must be filed with the Danish Complaints Board for Public Procurement within 20 calendar days starting from the day after the contracting authority has sent notification to the affected candidates with information about who had been selected, where such notification states the reasons for the selection decision, cf. section 7(1) of the Act. Other complaints about procurement procedures or decisions must, according to section 7(2) of the Act, be filed with the Danish Complaints Board for Public Procurement within: (1) 45 calendar days after the contracting authority having published a notice in the Official Journal of the European Union that the contracting authority has entered into a contract. The time limit is calculated from the date after the date when the notice was published. (2) 30 calendar days, calculated from the

date after the date when the contracting authority notified the affected tenderers that a contract based on a framework agreement with reopening of competition or a dynamic purchasing system has been entered into, if the notification contained a statement of the reasons for the decision. (3) six months of the contracting authority having entered into a framework agreement, counted from the date after the date when the contracting authority notified the affected candidates and tenderers, see section 2(2) of the Act. The complainant must notify the contracting authority in writing that a complaint has been lodged to the Danish Complaints Board for Public Procurement no later than on the date of lodging of the complaint, cf. section section 6(4) of the Act. Furthermore, the contracting authority must be informed of whether the complaint has been lodged in the stand-still period, see section 3(1) or (2) of the Act. If the complaint has not been lodged in the standstill period, the complainant must also state whether it is requested that the appeal is granted suspensory effect, cf. section 12(1) of the Act. The Danish Complaints Board for Public Procurement's review procedure guidelines are available on www.klfu.dk.
Organizzazione alla quale rivolgersi per informazioni complementari sulla procedura di appalto : DSB
Organizzazione alla quale rivolgersi per informazioni complementari sulle procedure di ricorso: Konkurrence- og Forbrugerstyrelsen

8. Organizzazioni

8.1. ORG-0001

Nome ufficiale: DSB
Numero di registrazione: 25 05 00 53
Indirizzo postale: Telegade 2
Località: Taastrup
Codice postale: 2630
Suddivisione del paese (NUTS): Københavns omegn (DK012)
Paese: Danimarca
Referente: Adam Hutters
E-mail: adsh@dsb.dk
Telefono: +45 24680588
Profilo del committente: https://eu.eu-supply.com/ctm/company/companyinformation/index/63264
Ruoli di questa organizzazione:
Committente
Organizzazione alla quale rivolgersi per informazioni complementari sulla procedura di appalto

8.1. ORG-0002

Nome ufficiale: Klagenævnet for Udbud
Numero di registrazione: 37795526
Indirizzo postale: Toldboden 2
Località: Viborg
Codice postale: 8800
Suddivisione del paese (NUTS): Østjylland (DK042)
Paese: Danimarca
E-mail: klfu@naevneneshus.dk
Telefono: +45 72405708
Indirizzo internet: https://erhvervsstyrelsen.dk/klagevejledning-0
Ruoli di questa organizzazione:

Organizzazione competente per i ricorsi

8.1. ORG-0003

Nome ufficiale: Konkurrence- og Forbrugerstyrelsen
Numero di registrazione: 10294819
Indirizzo postale: Carl Jacobsens Vej 35
Località: Valby
Codice postale: 2500
Suddivisione del paese (NUTS): Byen København (DK011)
Paese: Danimarca
E-mail: kfst@kfst.dk
Telefono: +45 41715000
Indirizzo internet: http://www.kfst.dk
Ruoli di questa organizzazione:
Organizzazione alla quale rivolgersi per informazioni complementari sulle procedure di ricorso

8.1. ORG-0004

Nome ufficiale: Mercell Holding ASA
Numero di registrazione: 980921565
Indirizzo postale: Askekroken 11
Località: Oslo
Codice postale: 0277
Suddivisione del paese (NUTS): Oslo (NO081)
Paese: Norvegia
Referente: eSender
E-mail: publication@mercell.com
Telefono: +47 21018800
Fax: +47 21018801
Indirizzo internet: http://mercell.com/
Ruoli di questa organizzazione:
TED eSender

Informazioni sull'avviso

Identificativo/versione dell'avviso: 77437af9-d2d2-498c-a3d6-b5d83d57deab - 01
Tipo di formulario: Gara
Tipo di avviso: Bando di gara o di concessione – regime ordinario
Sottotipo di avviso: 17
Data di trasmissione dell'avviso: 02/11/2026 13:17:46 (UTC+00:00) ora dell'Europa occidentale, GMT
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Lingue in cui il presente avviso è ufficialmente disponibile: inglese
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