

**ADVERTISEMENT OF ARTIFICIAL INTELLIGENCE  
SOFTWARE IN THE FORM OF AN AI-CHATBOT**

## **1. PURPOSE**

The Danish Return Agency (hereinafter referred to as the "contracting authority") requires the performance of a task concerning access to artificial intelligence software.

The contracting authority want to conduct an experiment using artificial intelligence software in daily tasks. The contracting authority wants to purchase access to standard artificial intelligence software to conduct the experiment. The experiment will last for approximately 12 months. Afterwards the contracting authority will decide of artificial intelligence software can be used in general.

The contracting authority hereby invites interested eligible companies to submit offers for the solution of this task. The contracting authority's eligibility requirements can be found in the advertisement at <https://www.hjemst.dk/>.

## **2. SCOPE OF THE TASK**

The advertisement includes the procurement of artificial intelligence software. The task is described in more detail in Annex 1.

## **3. PERSONAL DATA**

The contracting authority processes personal information in connection with receiving offers, typically contact information for one or more employees of the bidder. The General Data Protection Regulation grants rights to the registered, and the contracting authority's processing of personal data are described in the privacy notice at <https://hjemst.dk/behandling-af-personoplysninger>

## **4. PROCEDURE FOR THE ADVERTISEMENT**

The contracting authority advertises the task in accordance with Title IV of the Danish Public Procurement Act, as the contracting authority has determined that this contract has a clear cross-border interest.

The process for submitting offers is organized as shown below.

### **4.1 Advertising material**

The material that forms the basis for the submission of offers consists of the following:

- a. Advertising conditions (this document)
- b. Annex 1 – Requirement specification

## **4.2 Submission of offers**

The bidder must prepare a written offer. Only one offer may be made per bidder.

Offers must be received no later than 14<sup>th</sup> of February 2025, 13:00 CET. Offers received after this date will not be considered.

Offers must be submitted in writing to: [oeconomikontor@hjemst.dk](mailto:oeconomikontor@hjemst.dk)

The offer must include descriptions in relation to the award criteria below, and the offers will subsequently be assessed based on these criteria. The offer should include the bidders standard terms and conditions.

The offer and all related material shall be in Danish and/or English.

The bidder must abide its offer for 1 month after the deadline for submission of offers.

The bidder's costs associated with submitting the offer are irrelevant to the contracting authority, also if the contracting authority decides to cancel the advertisement without awarding a contract.

The contracting authority is not obliged to return the offers to the bidders.

## **4.3 Negotiation**

The contracting authority reserves the right to negotiate on the basis of the offers received.

## **4.4 Contract award**

The task will be awarded based on the award criteria Price.

The bidder must provide a price per activated user. The offer with the lowest price per activated user will be awarded the contract.

## **5. EVALUATION OF OFFERS**

After the deadline for submission of offers, the contracting authority will evaluate the received offers on the basis of the above mentioned award criteria and decide, to which bidder to award the contract.

The contracting authority will conduct an overall assessment of the above criteria.

All the bidders will be notified simultaneously, and as soon as possible, of the decision regarding the contract award. The contracting authority intends to conclude the contract following the award decision.

### **5.1 Contract conclusion**

The contract will be concluded on the basis of the bidders standard terms and conditions, Annex 1 – Requirement specification and the bidders offer.

## 6. QUESTIONS

Any questions about the material or process may be addressed in writing to [oeconomikontor@hjemst.dk](mailto:oeconomikontor@hjemst.dk) no later than the 14<sup>th</sup> of February 2025, 13:00 CET. Questions received after this date will not be answered.

Questions will be answered in writing and as soon as possible after they are received. Both questions and answers will be uploaded in anonymized form to <https://www.hjemst.dk/>.

## 7. CONTACT INFORMATION

The contracting authority is:

The Danish Return Agency

Birkerød kongevej 2

3460 Birkerød

Contact person: Tommy Fagerstrøm at [oeconomikontor@hjemst.dk](mailto:oeconomikontor@hjemst.dk)

## 8. TIMETABLE

The advertisement is expected to be completed according to the timetable below.

It should be noted that the contracting authority reserves the right to make changes. Bidders will be notified of such changes.

<u>31<sup>th</sup> of January 2025, 13:00 CET</u>	Advertisement on <a href="https://www.hjemst.dk/">https://www.hjemst.dk/</a>
<u>13<sup>th</sup> of February 2025, 13:00 CET</u>	Deadline for asking questions
<u>14<sup>th</sup> of February 2025, 13:00 CET</u>	<b>Deadline for submission of offers</b>
Week 8 2025	Expected provision of notifications regarding the award decision to bidders
Week 8 2025	Contract signing and eventual kick-off meeting