Spain-Camas: Customer-care services
OJ S 18/2015 27/01/2015
Contract notice
Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Agencia Pública Andaluza de Educación y Formación
Postal address: c/ Juderia, 1, Edificio Vega del Rey
Town: Camas
Postal code: 41900
Country: Spain
For the attention of: Director General
E-mail: proveedores.ise@juntadeandalucia.es
Telephone: +34 955625600
Fax: +34 955625646
Internet address(es):
General address of the contracting authority: http://www.iseandalucia.es
Additional information can be obtained from:
the abovementioned address
Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:
the abovementioned address
Tenders or requests to participate must be submitted: the abovementioned address

I.2. Type of the contracting authority

Body governed by public law

I.3. Main activity

Education

I.4. Contract award on behalf of other contracting authorities

Section II: Object of the contract

II.1. Description

II.1.1. Title attributed to the contract by the contracting authority

Servicio de gestión de incidencias de material suministrado y/o instalado por la Agencia Pública Andaluza de Educación y Formación en los centros educativos. Centro de Servicios y Materiales para la educación (CSME).

II.1.2. Type of contract and place of performance or delivery

Services
NUTS code ES61 Andalucía

II.1.3. Information about a framework agreement or a dynamic purchasing system

II.1.4. Information about framework agreement

II.1.5. Short description of the contract or purchase(s)
Servicio de gestión de incidencias de material suministrado y/o instalado por la Agencia Pública Andaluza de Educación y Formación en los centros educativos. Centro de Servicios y Materiales para la Educación (CSME).

II.1.6. CPV code(s)
79342320 Customer-care services, 72000000 IT services: consulting, software development, Internet and support, 72510000 Computer-related management services

II.1.7. Information about the Government Procurement Agreement (GPA)

II.1.8. Lots
This contract is divided into lots: no

II.1.9. Information about variants

II.2. Scope of the procurement

II.2.1. Total quantity or scope

II.2.2. Information about options

II.2.3. Information about renewals

II.3. Duration of the contract or time limit for completion

Section III: Legal, economic, financial and technical information

III.1. Conditions related to the contract

III.1.1. Deposits and guarantees required

III.1.2. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them

III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded

III.1.4. Contract performance conditions

III.2. Conditions for participation

III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

III.2.2. Economic and financial ability

III.2.3. Technical and professional ability

III.2.4. Information about reserved contracts

III.3. Conditions specific to services contracts

III.3.1. Information about a particular profession

III.3.2. Information about staff responsible for the performance of the contract

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure
Open

IV.1.2. Information about the limits on the number of candidates to be invited

IV.1.3. Information about reduction of the number of solutions or tenders during negotiation or dialogue

IV.2. Award criteria

IV.2.1. Award criteria

IV.2.2. Information about electronic auction

IV.3. Administrative information

IV.3.1. File reference number attributed by the contracting authority
00327/ISE/2014/SC

IV.3.2. Previous publication concerning this procedure
no

IV.3.3. Conditions for obtaining specifications and additional documents or descriptive document
Time limit for receipt of requests for documents or for accessing documents: 27.2.2015 - 14:00

IV.3.4. Time limit for receipt of tenders or requests to participate
3.3.2015 - 23:59

IV.3.5. Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.3.6. Languages in which tenders or requests to participate may be submitted
Spanish.

IV.3.7. Minimum time frame during which the tenderer must maintain the tender

IV.3.8. Conditions for opening of tenders

Section VI: Complementary information

VI.1. Information about recurrence

VI.2. Information about European Union funds

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

VI.4.2. Review procedure

VI.4.3. Service from which information about the review procedure may be obtained

VI.5. Date of dispatch of this notice

23.1.2015