

Spain-Madrid: Technical assistance services
OJ S 20/2021 29/01/2021
Contract notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Radio Televisión Madrid, S. A. U.

National registration number: A87645719

Postal address: Paseo del Príncipe, 3

Town: Madrid

NUTS code: ES300 Madrid

Postal code: 28223

Country: Spain

E-mail: blanca.gonzalez@telemadrid.es

Telephone: +34 915128596

Internet address(es):

Main address: www.madrid.org/contratospublicos

Address of the buyer profile: www.madrid.org/contratospublicos

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://gecon.telemadrid.es/>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://gecon.telemadrid.es>

Tenders or requests to participate must be submitted to the following address:

Official name: Radio Televisión Madrid, S. A. U.

National registration number: A87645719

Postal address: Paseo del Príncipe, 3

Town: Pozuelo de Alarcón

Postal code: 28660

Country: Spain

E-mail: blanca.gonzalez@telemadrid.es

NUTS code: ES30 Comunidad de Madrid

Internet address(es):

Main address: www.telemadrid.es

I.4. Type of the contracting authority

Other type: Empresa pública

I.5. Main activity

Other activity: Servicio público de comunicación audiovisual

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Servicio gestionado de soporte a usuario
Reference number: 2021-0115-SIC

II.1.2. Main CPV code

71356200 Technical assistance services

II.1.3. Type of contract

Services

II.1.4. Short description

Servicio gestionado de soporte a usuario y provisión de puestos para trabajar a distancia.

II.1.5. Estimated total value

Value excluding VAT: 3 616 176,00 EUR

II.1.6. Information about lots

This contract is divided into lots: yes
Tenders may be submitted for all lots

II.2. Description

II.2.1. Title

Soporte a usuario
Lot No: 1

II.2.2. Additional CPV code(s)

71356200 Technical assistance services

II.2.3. Place of performance

NUTS code: ES España
NUTS code: ES3 Comunidad de Madrid
Main site or place of performance: Sede social RTVM.

II.2.4. Description of the procurement

Prestación de los servicios de centro de atención al usuario (CAU), soporte local, operación y gestión de procesos y servicios, de acuerdo con los acuerdos de nivel de servicio, alcance y disponibilidad requerida por RTVM.

II.2.5. Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. Estimated value

Value excluding VAT: 2 400 312,00 EUR

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

Duration in months: 60
This contract is subject to renewal: no

II.2.10. Information about variants

Variants will be accepted: no

II.2.11.

Information about options

Options: no

II.2.13. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:
no

II.2.14. Additional information

II.2. Description

II.2.1. Title

Provisión de equipos para trabajar a distancia
Lot No: 2

II.2.2. Additional CPV code(s)

30213000 Personal computers

II.2.3. Place of performance

NUTS code: ES3 Comunidad de Madrid
Main site or place of performance: Sede social RTVM, Comunidad de Madrid.

II.2.4. Description of the procurement

Provisión en modo renting de equipos portátiles con las características técnicas señaladas en el Pliego de Prescripciones Técnicas.

II.2.5. Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. Estimated value

Value excluding VAT: 1 215 864,00 EUR

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

Duration in months: 60
This contract is subject to renewal: no

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: no

II.2.13. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:
no

II.2.14. Additional information

Section III: Legal, economic, financial and technical information

III.1. Conditions for participation

III.1.2. Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3. Technical and professional ability

Selection criteria as stated in the procurement documents

III.2. Conditions related to the contract

III.2.2. Contract performance conditions

Las enumeradas en los pliegos que rigen la presente licitación.

III.2.3. Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Open procedure

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

IV.1.8. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: no

IV.2. Administrative information

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

Date: 25/02/2021 Local time: 14:00

IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.2.4. Languages in which tenders or requests to participate may be submitted

Spanish

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

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

IV.2.7. Conditions for opening of tenders

Date: 08/03/2021 Local time: 12:00

Place:

Apertura pública que se instrumentalizará en función de la situación en la que se encuentren las medidas sanitarias derivadas del COVID-19 que deban adaptarse en esa fecha.

Si pudiera efectuarse de forma presencial se celebrará en la sede social de RTVM.

Information about authorised persons and opening procedure: Apertura pública.

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: yes

Estimated timing for further notices to be published:

De forma previa a la finalización del contrato objeto de publicación.

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Tribunal Administrativo Contratación Pública de la Comunidad de Madrid
Postal address: Carrera de San Jerónimo, 13
Town: Madrid
Postal code: 28014
Country: Spain

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:
El previsto en los artículos 44 y siguientes de la Ley de Contractos del Sector Público.

VI.4.4. Service from which information about the review procedure may be obtained

Official name: Tribunal Administrativo de Contratación Pública de la Comunidad de Madrid
Postal address: Carrera de San Jerónimo, 13
Town: Madrid
Postal code: 28014
Country: Spain

VI.5. Date of dispatch of this notice

25/01/2021