

Spain-Murcia: Information technology services

OJ S 46/2018 07/03/2018

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Excelentísimo Ayuntamiento de Murcia

National registration number: P3003000A

Postal address: Glorieta de España, 1

Town: Murcia

Postal code: 30004

Country: Spain

Contact person: Ayuntamiento de Murcia — Servicio de Contratación, Suministros y Responsabilidad Patrimonial

E-mail: contratacion@ayto-murcia.es

Telephone: +34 3558600-340

Fax: +34 968358368

Internet address(es):General address of the contracting authority: www.murcia.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**

Regional or local agency/office

I.3. Main activity

General public services

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

The contracting authority is purchasing on behalf of other contracting authorities: no

Section II: Object of the contract

II.1. Description**II.1.1. Title attributed to the contract by the contracting authority**

Información, agención y gestión telefónica y telemática en el Ayuntamiento de Murcia, expediente 2016/2018

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

Services

Service category No 27: Other services

NUTS code ES620 Murcia

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

The notice involves a public contract

II.1.4. Information about framework agreement

II.1.5. Short description of the contract or purchase(s)

Información, agenciación y gestión telefónica y telemática en el Ayuntamiento de Murcia, expediente 2016/2018.

II.1.6. CPV code(s)

72222300 Information technology services, 75110000 General public 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

Variants will be accepted: no

II.2. Scope of the procurement

II.2.1. Total quantity or scope

Estimated value excluding VAT: 2 809 917,35 EUR

II.2.2. Information about options

Options: no

II.2.3. Information about renewals

This contract is subject to renewal: yes

Number of possible renewals: 2

In the case of renewable supplies or service contracts, estimated timeframe for subsequent contracts:

in months: 12 (from the award of the contract)

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

Duration in months: 36 (from the award of the contract)

Section III: Legal, economic, financial and technical information

III.1. Conditions related to the contract

III.1.1. Deposits and guarantees required

Establecido en la cláusula 13 del Pliego de Cláusulas Administrativas Particulares.

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

Establecido en la cláusula 15.5 del Pliego de Cláusulas Administrativas Particulares.

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

Establecido en la cláusula 6 del Pliego de Cláusulas Administrativas Particulares.

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

List and brief description of conditions: Establecido en las cláusulas 6 y 7 del Pliego de Cláusulas Administrativas Particulares.

III.2.2. Economic and financial ability

Minimum level(s) of standards possibly required: Establecido en la cláusula 7 del Pliego de Cláusulas Administrativas Particulares.

III.2.3. Technical and professional ability

Minimum level(s) of standards possibly required:
Establecido en la cláusula 7 del Pliego de Cláusulas Administrativas Particulares.

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

The most economically advantageous tender in terms of Criteria below

1. Plan de organización del servicio. Weighting 12
2. Plan de contingencia. Weighting 4
3. Plan de implantación. Weighting 4
4. Plan de mantenimiento y explotación. Weighting 4
5. Plan de mantenimiento de la calidad del servicio. Weighting 4
6. Responsabilidad social corporativa. Weighting 3
7. Plan de transición. Weighting 3
8. Otros criterios (sustituciones, horas, formación y refuerzo). Weighting 11
9. Precio. Weighting 55

IV.2.2. Information about electronic auction

IV.3. Administrative information

IV.3.1. File reference number attributed by the contracting authority

2016/2018

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: 11.4.2018 - 14:00
Payable documents: no

IV.3.4. Time limit for receipt of tenders or requests to participate

11.4.2018 - 14:00

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

Place:

C/ Frenería, 1, 30004 Murcia.

Section VI: Complementary information

VI.1. Information about recurrence

VI.2. Information about European Union funds

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

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Tribunal Administrativo Central de Recursos Contractuales

Postal address: Avenida General Perón, 38, 8ª planta

Town: Madrid

Postal code: 28020

Country: Spain

E-mail: tribunal_recursos.contratos@minhfp.es

Telephone: +34 913491319

Fax: +34 914391441

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

2.3.2018