

Spain-Madrid: Helpdesk and support services

OJ S 60/2018 27/03/2018

Contract award notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Junta de Contratación de la Secretaría de Estado de Cultura

National registration number: S2800239B

Postal address: Plaza del Rey, 1

Town: Madrid

NUTS code: ES300 Madrid

Postal code: 28004

Country: Spain

Contact person: Junta de Contratación de la Secretaría de Estado de Cultura

E-mail: junta.contratacion@mecd.es

Telephone: +34 917017085

Fax: +34 915230166

Internet address(es):Main address: <https://contrataciondelestado.es>Address of the buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=Ny3RatdKhoEQK2TEfXGy%2BA%3D%3D>**I.4. Type of the contracting authority**

Ministry or any other national or federal authority, including their regional or local subdivisions

I.5. Main activity

Education

Section II: Object

II.1. Scope of the procurement**II.1.1. Title**

Servicios de asistencia a los usuarios y microinformática en materia de tecnologías de la información y comunicaciones en el Ministerio de Educación, Cultura y Deporte

Reference number: J170036

II.1.2. Main CPV code

72253000 Helpdesk and support services

II.1.3. Type of contract

Services

II.1.4. Short description

Servicios de asistencia a los usuarios y microinformática en materia de tecnologías de la información y comunicaciones en el Ministerio de Educación, Cultura y Deporte.

II.1.6. Information about lots

This contract is divided into lots: yes

II.1.7. Total value of the procurement

Value excluding VAT: 204 132,23 EUR

II.2. Description**II.2.1. Title**

Servicio de atención y soporte a usuarios y telefonía
Lot No: 1

II.2.2. Additional CPV code(s)

72253000 Helpdesk and support services

II.2.3. Place of performance

NUTS code: ES300 Madrid

II.2.4. Description of the procurement

Servicio de atención y soporte a usuarios y telefonía.

II.2.5. Award criteria

Quality criterion - Name: Oferta técnica / Weighting: 30
Price - Weighting: 70

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**

Servicio de Administración de directorio, correo electrónico y de los sistemas de información
Lot No: 2

II.2.2. Additional CPV code(s)

72253000 Helpdesk and support services, 72514300 Facilities management services for computer systems maintenance

II.2.3. Place of performance

NUTS code: ES300 Madrid

II.2.4. Description of the procurement

Servicio de Administración de directorio, correo electrónico y de los sistemas de información.

II.2.5. Award criteria

Quality criterion - Name: Oferta técnica / Weighting: 30
Price - Weighting: 70

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 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.2.8. Information about termination of dynamic purchasing system

IV.2.9. Information about termination of call for competition in the form of a prior information notice

Section V: Award of contract

Contract No: J170036

Lot No: 1

Title:

Servicio de atención y soporte a usuarios y telefonía

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

15/03/2018

V.2.2. Information about tenders

Number of tenders received: 4

The contract has been awarded to a group of economic operators: no

V.2.3. Name and address of the contractor

Official name: ENTELGY Consulting, S. A.

National registration number: A83456202

Postal address: C/ Orense, 70

Town: Madrid

NUTS code: ES30 Comunidad de Madrid

Postal code: 28020

Country: Spain

The contractor is an SME: no

V.2.4. Information on value of the contract/lot

Initial estimated total value of the contract/lot: 268 595,04 EUR

Total value of the contract/lot: 204 132,23 EUR

V.2.5. Information about subcontracting**Section VI: Complementary information**

VI.3. Additional information**VI.4. Procedures for review****VI.4.1. Review body**

Official name: Registro Auxiliar del Ministerio de Educación, Cultura y Deporte

Postal address: Plaza del Rey, 1, planta 0

Town: Madrid

Postal code: 28004

Country: Spain

VI.5. Date of dispatch of this notice

26/03/2018