

**Spain-Saragossa: Customer services**  
**OJ S 53/2023 15/03/2023**  
**Contract notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: Entidad Pública Aragonesa de Servicios Telemáticos

National registration number: Q5000455E

Postal address: Avda. Ranillas, nº 3 A, 3ª planta, oficina J

Town: Zaragoza

NUTS code: ES243 Zaragoza

Postal code: 50018

Country: Spain

Contact person: Entidad Pública Aragonesa de Servicios Telemáticos

E-mail: [infocontratosast@aragon.es](mailto:infocontratosast@aragon.es)

**Internet address(es):**

Main address: <https://contrataciondelestado.es>

Address of the buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=Gf2%2FS%2BMtaTAQK2TEfXGy%2BA%3D%3D>

**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: [https://contrataciondelestado.es/wps/poc?uri=deeplink:detalle\\_licitacion&idEvl=HOJGuk6HvjiiEJrVRqloyA%3D%3D](https://contrataciondelestado.es/wps/poc?uri=deeplink:detalle_licitacion&idEvl=HOJGuk6HvjiiEJrVRqloyA%3D%3D)

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted to the abovementioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of

charge, at: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=Gf2%2FS%2BMtaTAQK2TEfXGy%2BA%3D%3D>

**I.4. Type of the contracting authority**

Body governed by public law

**I.5. Main activity**

General public services

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**Section II: Object**

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

**II.1.1. Title**

Servicio de atención al usuario, provisión del puesto de trabajo digital y herramientas colaborativas en el ámbito de las TIC con destino a los departamentos y organismos públicos de la Comunidad Autónoma de Aragón

Reference number: AST\_2023\_3

**II.1.2. Main CPV code**

79342300 Customer services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Servicio de atención al usuario, provisión del puesto de trabajo digital y herramientas colaborativas en el ámbito de las TIC con destino a los departamentos y organismos públicos de la Comunidad Autónoma de Aragón

**II.1.5. Estimated total value**

Value excluding VAT: 67 026 864,11 EUR

**II.1.6. Information about lots**

This contract is divided into lots: yes

Tenders may be submitted for maximum number of lots: 4

Maximum number of lots that may be awarded to one tenderer: 2The contracting authority reserves the right to award contracts combining the following lots or groups of lots:

De acuerdo con lo establecido en el Anexo I del PCAP

**II.2. Description**

**II.2.1. Title**

Servicio de atención al usuario

Lot No: 1

**II.2.2. Additional CPV code(s)**

79342300 Customer services, 30200000 Computer equipment and supplies, 48000000 Software package and information systems, 72000000 IT services: consulting, software development, Internet and support

**II.2.3. Place of performance**

NUTS code: ES24 Aragón

**II.2.4. Description of the procurement**

Servicio de atención al usuario

**II.2.5. Award criteria**

Criteria below

Quality criterion - Name: Características generales de la oferta / Weighting: 5

Quality criterion - Name: Ejecución del contrato bajo estándares de responsabilidad social / Weighting: 2

Quality criterion - Name: Medios materiales / Weighting: 8

Quality criterion - Name: Modelo de gestión y ejecución de la renovación de puesto de trabajo / Weighting: 10

Quality criterion - Name: Modelo de organización del servicio / Weighting: 20

Quality criterion - Name: Plan de devolución (entrega) del servicio / Weighting: 4

Cost criterion - Name: Mejoras aportadas / Weighting: 5.5

Cost criterion - Name: Mejoras aportadas sobre los niveles de servicio establecidos como objetivo en el PPT para los siguientes indicadores: ANS-CAU-01, ANS-CAU-02, ANS-CAU-05, ANS-SP-01 y ANS-SP-03 / Weighting: 12

Cost criterion - Name: Precio de los recursos ofertados para perfiles adicionales, horas de técnico, paquetería, kilometraje e instalación de equipos necesarios para la ejecución de los contratos derivados / Weighting: 8.5

Cost criterion - Name: Importe de la oferta económica para la línea base / Weighting: 25

#### **II.2.6. Estimated value**

Value excluding VAT: 10 726 569,99 EUR

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

Duration in months: 48

This contract is subject to renewal: yes

Description of renewals:

Se contempla la posibilidad de prórroga de máximo un año adicional

#### **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**

Suministro de equipamiento

Lot No: 2

##### **II.2.2. Additional CPV code(s)**

30200000 Computer equipment and supplies, 48000000 Software package and information systems, 72000000 IT services: consulting, software development, Internet and support, 79342300 Customer services

##### **II.2.3. Place of performance**

NUTS code: ES24 Aragón

##### **II.2.4. Description of the procurement**

Suministro de equipamiento

##### **II.2.5. Award criteria**

Criteria below

Cost criterion - Name: Descuento por pago en cuota única / Weighting: 10

Cost criterion - Name: Mejora en la tipología movilidad estándar / Weighting: 10

Cost criterion - Name: Mejora en la tipología sobremesa / Weighting: 7

Cost criterion - Name: Importe de la oferta económica (Lote 2) / Weighting: 73

##### **II.2.6. Estimated value**

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

Duration in months: 48

This contract is subject to renewal: yes

Description of renewals:

Se contempla la posibilidad de prórroga de máximo un año adicional

**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 licencias

Lot No: 3

**II.2.2. Additional CPV code(s)**

79342300 Customer services, 30200000 Computer equipment and supplies, 48000000 Software package and information systems, 72000000 IT services: consulting, software development, Internet and support

**II.2.3. Place of performance**

NUTS code: ES24 Aragón

**II.2.4. Description of the procurement**

Provisión de licencias

**II.2.5. Award criteria**

Criteria below

Price

**II.2.6. Estimated value**

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

Duration in months: 48

This contract is subject to renewal: yes

Description of renewals:

Se contempla la posibilidad de prórroga de máximo un año adicional

**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**

Gestión y evolución del servicio  
Lot No: 4

### **II.2.2. Additional CPV code(s)**

79342300 Customer services, 30200000 Computer equipment and supplies, 48000000 Software package and information systems, 72000000 IT services: consulting, software development, Internet and support

### **II.2.3. Place of performance**

NUTS code: ES24 Aragón

### **II.2.4. Description of the procurement**

Gestión y evolución del servicio

### **II.2.5. Award criteria**

Criteria below

Quality criterion - Name: Equipo de trabajo / Weighting: 2

Quality criterion - Name: Gestión y organización del servicio / Weighting: 6

Quality criterion - Name: Plan de puesta en marcha y devolución del servicio / Weighting: 4

Quality criterion - Name: Seguridad y calidad / Weighting: 6

Quality criterion - Name: Solución propuesta / Weighting: 30

Cost criterion - Name: Calidad del equipo propuesto para la prestación del servicio / Weighting : 13

Cost criterion - Name: Mejoras aportadas (lote 4) / Weighting: 5

Cost criterion - Name: Precio de los perfiles necesarios para la ejecución de los contratos derivados / Weighting: 14

Cost criterion - Name: Importe de la oferta económica (lote 4) / Weighting: 20

### **II.2.6. Estimated value**

Value excluding VAT: 1 268 628,50 EUR

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

Duration in months: 48

This contract is subject to renewal: yes

Description of renewals:

Se contempla la posibilidad de prórroga de máximo un año adicional

### **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**

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### **III.1. Conditions for participation**

#### **III.1.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions:

- Capacidad de obrar
- No prohibición para contratar
- No estar incurso en incompatibilidades
- Cumplimiento con las obligaciones tributarias

#### **III.1.2. Economic and financial standing**

List and brief description of selection criteria:

- Cifra anual de negocio
- Específicos para el lote: 2
- Patrimonio neto

#### **III.1.3. Technical and professional ability**

List and brief description of selection criteria:

- Trabajos realizados
- Certificados de control de calidad expedidos por los institutos o servicios oficiales
- Específicos para el lote: 2
- Instalaciones técnicas y medidas para garantizar la calidad
- Específicos para el lote: 3
- Instalaciones técnicas y medidas para garantizar la calidad

### **III.2. Conditions related to the contract**

#### **III.2.2. Contract performance conditions**

Consideraciones de tipo social. Descripción: Según Anexo XII del PCAP

Consideraciones de tipo medioambiental. Descripción: Según Anexo XII del PCAP

## **Section IV: Procedure**

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### **IV.1. Description**

#### **IV.1.1. Type of procedure**

Open procedure

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

The procurement involves the establishment of a framework agreement  
Framework agreement with several operators

#### **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: 18/04/2023 Local time: 13:00

#### **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.2.7. Conditions for opening of tenders

Date: 22/05/2023 Local time: 10:00

Place:

Aragonesa de Servicios Telemáticos

Datos de Dirección:

Calle: Avda Ranillas, nº 3 A, 3ª planta, oficina J

CP: 50018

Población: Zaragoza

País: España

Information about authorised persons and opening procedure: Descripción: La apertura se realizará a puerta cerrada, retransmitiéndose a través de videoconferencia en el enlace: <https://aragon.webex.com/meet/infocontratosast>

## Section VI: Complementary information

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### VI.1. Information about recurrence

This is a recurrent procurement: yes

Estimated timing for further notices to be published:

### VI.2. Information about electronic workflows

Electronic invoicing will be accepted

### VI.3. Additional information

### VI.4. Procedures for review

#### VI.4.1. Review body

Official name: Tribunal Administrativo de Contratos Públicos de Aragón

Postal address: Plaza Los Sitios, 7

Town: Zaragoza

Postal code: 50001

Country: Spain

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

Official name: Aragonesa de Servicios Telemáticos

Postal address: Avda Ranillas, nº 3 A, 3ª planta, oficina J

Town: Zaragoza

Postal code: 50018

Country: Spain

E-mail: [infocontratosast@aragon.es](mailto:infocontratosast@aragon.es)

### VI.5. Date of dispatch of this notice

10/03/2023