

Italy-Venezia-Mestre: Helpdesk and support services

OJ S 62/2021 30/03/2021

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Città metropolitana di Venezia

National registration number: 7172138

Postal address: via Forte Marghera 191

Town: Venezia-Mestre

NUTS code: ITH35 Venezia

Postal code: 30173

Country: Italy

E-mail: servamm.tecnico@cittametropolitana.ve.it

Telephone: +039 0412501027

Internet address(es):Main address: www.cittametropolitana.ve.itAddress of the buyer profile: <https://cittametropolitana.ve.it/trasparenza/bandi-avvisi-esiti.html>**I.3. Communication**The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://cmvenezia.pro-q.it/>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://cmvenezia.pro-q.it/>

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

I.4. Type of the contracting authority

Regional or local authority

I.5. Main activity

General public services

Section II: Object

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

Servizio di global service informatico

Reference number: 8534872F2B

II.1.2. Main CPV code

72253000 Helpdesk and support services

II.1.3. Type of contract

Services

II.1.4. Short description

Servizio di gestione, manutenzione e rinnovo tecnologico delle postazioni di lavoro, dei server e dei dispositivi di rete.

II.1.5. Estimated total value

Value excluding VAT: 1 471 750,00 EUR

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.3. Place of performance

NUTS code: ITH35 Venezia

Main site or place of performance: Presso le sedi della Città metropolitana di Venezia

II.2.4. Description of the procurement

Servizio di gestione, manutenzione e rinnovo tecnologico delle postazioni di lavoro, dei server e dei dispositivi di rete, articolato nelle seguenti attività:

- 1) sostituzione e fornitura di dispositivi informatici hardware;
- 2) inventario;
- 3) Help Desk di I e II livello;
- 4) manutenzione hardware e software;
- 5) IMAC;
- 6) fornitura di materiali di consumo e di beni informatici di modesto valore;
- 7) fornitura di servizi di assistenza sistemistica tecnica specialistica;
- 8) test di sicurezza dell'infrastruttura informatica;
- 9) gestione del magazzino.

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: 630 750,00 EUR

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

Duration in months: 18

This contract is subject to renewal: yes

Description of renewals:

Possibilità di rinnovo per ulteriori 18 mesi.

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: yes

Description of options:

Possibilità di proroga per sei mesi.

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

Vedi disciplinare di gara.

Section III: Legal, economic, financial and technical information

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:

Vedi disciplinare di gara.

III.1.2. Economic and financial standing

List and brief description of selection criteria:

Non previsti.

III.1.3. Technical and professional ability

Selection criteria as stated in the procurement documents

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: yes

IV.2. Administrative information

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

Date: 19/04/2021 Local time: 12:00

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

Italian

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: 21/04/2021 Local time: 09:00

Place:

Presso la sede della Città metropolitana di Venezia

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: yes

VI.2. Information about electronic workflows

Electronic payment will be used

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

Official name: TAR Veneto

Town: Venezia

Country: Italy

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

Si rinvia al disciplinare di gara.

VI.5. Date of dispatch of this notice

25/03/2021