

Spain-Valencia: Helpdesk and support services

OJ S 120/2015 25/06/2015

Contract notice**Services****Directive 2004/18/EC****Section I: Contracting authority**

I.1. Name and addresses

Official name: Generalitat Valenciana. Conselleria de Hacienda y Administración Pública

Postal address: Palau, 14

Town: Valencia

Postal code: 46003

Country: Spain

Contact person: Servicio de Contratación

E-mail: gracia_marher@gva.es

Telephone: +34 961613291

Fax: +34 961613055

Internet address(es):

General address of the contracting authority: www.contratacion.gva.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 authority

I.3. Main activity

General public services

I.4. Contract award on behalf of other contracting authorities**Section II: Object of the contract**

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

Licitación número CNMY15/DGTI/10. Servicio de atención a usuarios y soporte a la producción de los sistemas de información bibliotecarios y archivísticos de la Dirección General de Cultura, de la Conselleria de Educación, Cultura y Deporte.

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

Services

Service category No 7: Computer and related services

NUTS code ES523 Valencia/València

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)

Servicio de atención a usuarios y soporte a la producción de los sistemas de información bibliotecarios y archivísticos de la Dirección General de Cultura, de la Conselleria de Educación, Cultura y Deporte.

II.1.6. CPV code(s)

72253000 Helpdesk and support services

II.1.7. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: yes

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

Importe neto: 114 000 EUR.

21 % IVA: 23 940 EUR.

Importe Total: 137 940 EUR.

Estimated value excluding VAT: 223 250 EUR

II.2.2. Information about options

Options: no

II.2.3. Information about renewals

This contract is subject to renewal: yes

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

Duration in months: 12 (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

Definitiva: 5 % del importe de adjudicación excluido el IVA.

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

Se facturará de forma electrónica, de acuerdo con lo dispuesto en el Decreto 87/2010, del Consell, por el que se establecen las condiciones técnicas y normativas para el uso de la Plataforma de Facturación Electrónica de la Generalitat y desarrolladas en www.ge-factura.es. El órgano destinatario es la Conselleria de Hacienda y Administración Pública, Dirección General de Tecnologías de la Información, Subdirección General de Innovación Tecnológica Educativa.

Ver apartado W del Anexo I al PCAP.

III.1.3.

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

III.1.4. Contract performance conditions

The performance of the contract is subject to particular conditions: yes

Description of particular conditions: Compromiso adscripción medios. Ver pliegos.

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: Grupo: V (Servicios de Tecnologías de la Información y las Comunicaciones).

Subgrupo: 5 (Servicios de explotación y control de sistemas informáticos e infraestructuras telemáticas).

Categoría: A (anualidad media inferior a 150 000 EUR).

III.2.2. Economic and financial ability

List and brief description of conditions: Ver apartado L del Anexo I al PCAP.

III.2.3. Technical and professional ability

List and brief description of conditions:

Ver apartado L del Anexo I al PCAP.

III.2.4. Information about reserved contracts

III.3. Conditions specific to services contracts

III.3.1. Information about a particular profession

Execution of the service is reserved to a particular profession: yes

Reference to the relevant law, regulation or administrative provision: Ver apartado L del Anexo I al PCAP.

III.3.2. 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: yes

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. Precio. Weighting 60

2. Mejora cuantificable: incremento del equipo técnico. Weighting 20

3. Mejora cuantificable: cobertura de incidencias de usuarios los sábados por la mañana.

Weighting 5

4. Calidad técnica de la oferta. Weighting 15

IV.2.2. Information about electronic auction

An electronic auction will be used: no

IV.3. Administrative information

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

CNMY15/DGTI/10

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: 4.9.2015

Payable documents: no

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

4.9.2015 - 14:30

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.

Other: valenciano.

IV.3.7. Minimum time frame during which the tenderer must maintain the tender

Duration in months: 2 (from the date stated for receipt of tender)

IV.3.8. Conditions for opening of tenders

Date: 2.10.2015 - 9:30

Place:

C/ Palau, 12

Persons authorised to be present at the opening of tenders: yes

Information about authorised persons and opening procedure: Acto público.

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

Apertura Sobre 2: 14.9.2015 a las 9:30. Acto público.

Ver pliegos.

VI.4. Procedures for review

VI.4.1. Review body

Official name: Tribunal Administrativo Central de Recursos Contractuales
Postal address: av. General Perón, 38
Town: Madrid
Postal code: 28020
Country: Spain
Internet address: <http://tribunalcontratos.gob.es>

VI.4.2. Review procedure

Precise information on deadline(s) for review procedures: Podrá interponerse recurso especial en materia de contratación ante el Conseller de Hacienda y Administración Pública, mediante escrito que deberá presentarse en el plazo de 15 días hábiles contados a partir del siguiente de la publicación del anuncio, regulado en los artículos 40 a 49 del TRLCAP.

VI.4.3. Service from which information about the review procedure may be obtained

Official name: Servicio de contratación y Asuntos Generales
Town: Valencia
Postal code: 46003
Country: Spain
E-mail: contratacion_hacienda@gva.es

VI.5. Date of dispatch of this notice

22.6.2015