

Germany-Ravensburg: Helpdesk and support services

OJ S 89/2022 06/05/2022

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Landkreis Ravensburg

Postal address: Landratsamt Ravensburg, Friedenstraße 6

Town: Ravensburg

NUTS code: DE148 Ravensburg

Postal code: 88212

Country: Germany

Contact person: Zentrale Vergabestelle

E-mail: zv@rv.de

Telephone: +49 751-852500

Fax: +49 751-85772505

Internet address(es):

Main address: www.rv.de

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://www.vergabe24.de/vergabeunterlagen/54321-Tender-180650b059d-4e830d10897dfa18>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://www.vergabe24.de>

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

Rahmenvertrag über Dienstleistungen des 1st Level-Supports für das Landratsamt Ravensburg

Reference number: 25-ZV-165-22

II.1.2. Main CPV code

72253000 Helpdesk and support services

II.1.3.

Type of contract

Services

II.1.4. Short description

Rahmenvertrag über Dienstleistungen des 1st Level-Supports für die IT im Landratsamt Ravensburg

II.1.5. Estimated total value

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

72250000 System and support services

II.2.3. Place of performance

NUTS code: DE148 Ravensburg

Main site or place of performance: Landratsamt Ravensburg, Friedenstr. 6, 88212 Ravensburg

II.2.4. Description of the procurement

Ziel dieser Ausschreibung ist der Abschluss eines Rahmenvertrages für einen bereitzustellenden Service Desk sowie den zu erbringenden First-Level-Support der IT im Landratsamt Ravensburg. Die zu vergebenden Leistungen umfassen die IT-Hotline, sowie den Hardware-, Applikations- und Benutzersupport.

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

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

Start: 01/10/2022 End: 30/09/2024

This contract is subject to renewal: yes

Description of renewals:

Der Vertrag kann zweimal um 12 Monate verlängert werden.

II.2.9. Information about the limits on the number of candidates to be invited

Maximum number: 5

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

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:

Die Eintragung in einem Berufs- oder Handelsregister ist vorhanden.

III.1.2. Economic and financial standing

List and brief description of selection criteria:

Nachweis einer Berufs- oder Betriebshaftpflichtversicherung in bestimmter geeigneter Höhe
Betriebshaftpflichtversicherung

für Personenschäden in Höhe von mindestens 2.000.000 €

für sonstige Schäden (Sach- und Vermögensschäden) in Höhe von mindestens 500.000 €

Minimum level(s) of standards possibly required:

Mindestkriterien

Nachweis eines bestimmten Mindestjahresumsatzes, einschließlich eines bestimmten

Mindest- jahresumsatzes in dem Tätigkeitsbereich des Auftrags von min. 800.000 €

III.1.3. Technical and professional ability

List and brief description of selection criteria:

Cyberversicherung: Zusage der WGV für Auslagerung liegt vor

Sitz des externen Mitarbeiters und des Dienstleisters: Innerhalb der EU

Minimum level(s) of standards possibly required:

Mindestkriterien

Mindestens 3 Referenzen bei öffentlichen Auftraggebern aus den letzten 3 Jahren davon eine mit einem Auftragsvolumen größer 300.000 €

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Competitive procedure with negotiation

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 a single operator

IV.1.5. Information about negotiation

The contracting authority reserves the right to award the contract on the basis of the initial tenders without conducting negotiations

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: 02/06/2022 Local time: 14:00

IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates

Date: 10/06/2022

IV.2.4. Languages in which tenders or requests to participate may be submitted

German

IV.2.6. Minimum time frame during which the tenderer must maintain the tender

Tender must be valid until: 15/09/2022

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

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: Vergabekammer Baden-Württemberg beim Regierungspräsidium Karlsruhe

Postal address: Durlacher Allee 100

Town: Karlsruhe

Postal code: 76137

Country: Germany

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

Innerhalb von 15 Kalendertagen nach Eingang der Mitteilung des Auftraggebers, einer Rüge nicht abhelfen zu wollen, kann ein Nachprüfverfahren bei der Vergabekammer beantragt werden (§ 160 Abs. 3 Nr. 4 GWB).

VI.5. Date of dispatch of this notice

02/05/2022