

**Spain-Palma: Computer support and consultancy services**  
**OJ S 142/2015 25/07/2015**  
**Contract award notice**  
**Services**

**Directive 2004/18/EC**

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Universitat de les Illes Balears  
Postal address: ctra. de Valldemossa, km 7,5  
Town: Palma  
Postal code: 07122  
Country: Spain  
For the attention of: Micaela Juan Puigserver  
E-mail: [contractacio.administrativa@uib.es](mailto:contractacio.administrativa@uib.es)  
Telephone: +34 971172857  
Fax: +34 971172736  
**Internet address(es):**  
General address of the contracting authority: [www.uib.es](http://www.uib.es)

**I.2. Type of the contracting authority**

Other: universidades

**I.3. Main activity**

Education

**I.4. Contract award on behalf of other contracting authorities**

**Section II: Object of the contract**

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**II.1. Description**

**II.1.1. Title**

Servicio de atención a los usuarios, apoyo y mantenimiento de los sistemas informáticos y de comunicaciones de la Universidad.

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

Services  
Service category No 7: Computer and related services  
NUTS code

**II.1.3. Information about a framework agreement or a dynamic purchasing system (DPS)**

**II.1.4. Short description of the contract or purchase(s)**

Servicio de atención a los usuarios, apoyo y mantenimiento de los sistemas informáticos y de comunicaciones de la Universidad.

**II.1.5. CPV code(s)**

72600000 Computer support and consultancy services

**II.1.6. Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: no

## **II.2. Total value of the contract/lot**

### **II.2.1. Total value of the contract/lot**

Value: 820 000 EUR  
excluding VAT

## **Section IV: Procedure**

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### **IV.1. Type of procedure**

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

Open

### **IV.2. Award criteria**

#### **IV.2.1. Award criteria**

The most economically advantageous tender in terms of

1. Proporcionar un técnico más de los requeridos en el equipo de trabajo. Weighting 20
2. Propuesta técnica. Weighting 20
3. Oferta económica. Weighting 18
4. Mejoras adicionales sobre el servicio. Weighting 12
5. Extensión del horario del servicio. Weighting 10
6. Disponibilidad de una SMO. Weighting 8
7. Formación. Weighting 6
8. Acreditación que el personal ha recibido formación en ITIL. Weighting 6

#### **IV.2.2. Information about electronic auction**

### **IV.3. Administrative information**

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

7/15

#### **IV.3.2. Previous publication concerning this procedure**

##### **Contract notice**

Notice number in the OJ S: [2015/S 67-119502](#) of 4.4.2015

## **Section V: Award of contract**

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Contract No: 1

Lot title: Servicio de atención a los usuarios, soporte y mantenimiento de sistemas informáticos y de comunicaciones de la Universidad.

### **V.1. Date of conclusion of the contract**

1.7.2015

### **V.2. Information about tenders**

Number of tenders received: 2

### **V.3. Name and address of the contractor**

Official name: OSIATIS, SA

Town: Barcelona

Postal code: 08018

Country: Spain  
E-mail: [llperis@osiatis.es](mailto:llperis@osiatis.es)  
Telephone: +34 931838300  
Fax: +34 934739729  
Internet address: [www.osiatis.es](http://www.osiatis.es)

**V.4. Information on value of the contract/lot**

Initial estimated total value of the contract/lot:  
Value: 410 000 EUR  
excluding VAT  
Total value of the procurement:  
Value: 396 910,80 EUR  
excluding VAT  
If annual or monthly value:  
Number of years: 2

**V.5. Information about subcontracting**

The contract is likely to be subcontracted: no

**Section VI: Complementary information**

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**VI.1. Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds:  
no

**VI.2. Additional information**

**VI.3. Procedures for review**

**VI.3.1. Review body**

Official name: Tribunal Administrativo Central de Recursos Contractuales  
Town: Madrid  
Postal code: 28071  
Country: Spain  
E-mail: [tribunal\\_recursos.contratos@minhap.es](mailto:tribunal_recursos.contratos@minhap.es)  
Telephone: +34 913491319  
Fax: +34 913491441  
Internet address: <http://tribunalcontratos.gob.es>

**VI.3.2. Review procedure**

Precise information on deadline(s) for review procedures: Recurso especial en materia de contratación el plazo es de quince días hábiles contados a partir del siguiente a aquel en que se remita la notificación del acto impugnado.  
Recurso Contencioso Administrativo el plazo es de dos meses contados a partir del siguiente a aquel en que se remita la notificación del acto impugnado.

**VI.3.3. Service from which information about the review procedure may be obtained**

Official name: Servicio de Asesoría Jurídica de la Universidad de les Illes Balears  
Town: Palma de Mallorca  
Postal code: 07122  
Country: Spain  
Telephone: +34 971173000

**VI.4. Date of dispatch of this notice**

21.7.2015