

Spain-Valencia: Helpdesk and support services

OJ S 153/2014 12/08/2014

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

The contracting authority is purchasing on behalf of other contracting authorities: no

Section II: Object of the contract

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

Licitación número CNMY14/DGTI/17. Servicio centralizado de atención a usuarios (CAU) de las aplicaciones corporativas de la Subdirección General de Innovación Tecnológica Educativa de la Dirección General de Tecnologías de la Información.

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 centralizado de atención a usuarios (CAU) de las aplicaciones corporativas de la Subdirección General de Innovación Tecnológica Educativa de la Dirección General de Tecnologías de la Información.

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: 516 100 EUR

21 % IVA: 108 381 EUR

Importe Total: 624 481 EUR

Valor estimado: 1 111 765,42 EUR

Estimated value excluding VAT: 1 111 765,42 EUR

II.2.2. Information about options

Options: no

II.2.3. Information about renewals

This contract is subject to renewal: yes

Number of possible renewals: 23

In the case of renewable supplies or service contracts, estimated timeframe for subsequent contracts:

in months: 23 (from the award of the contract)

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

Duration in months: 24 (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

Garantía 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 realizarán 12 pagos bimestrales inicialmente por idéntica cuantía, efectuándose los mismos tras la conformación de las facturas correspondientes por parte del/de la Subdirector /a General de Innovación Tecnológica Educativa. El último pago se realizará una vez recibido

de conformidad el objeto del presente contrato. En caso de prórroga la facturación será también mensual.

De acuerdo con el apartado T del Anexo I, podrán aplicarse reducciones en la facturación por incumplimiento de los Acuerdos de Nivel de Servicio (ANS).

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 de adscripción de 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: Clasificación: Grupo V, subgrupo 5, categoría B.

III.2.2. Economic and financial ability

List and brief description of conditions: Los indicados en el apartado L) del Anexo I del Pliego de Cláusulas Administrativas del Contrato de Servicios.

III.2.3. Technical and professional ability

List and brief description of conditions:

Los indicados en el apartado L) del Anexo I del Pliego de Cláusulas Administrativas del Contrato de Servicios.

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: De conformidad con lo establecido en el art. 64.2 del TRLCSP, los licitadores deberán completar en la fase de selección, y a efectos de la misma, la acreditación de su solvencia mediante el compromiso de adscribir a la ejecución del contrato el equipo de trabajo mínimo de medios personales y materiales, que se relacionan y cuyo mantenimiento tendrá el carácter de obligación esencial a los efectos de lo previsto en los artículos 212.1 y 223 f) del TRLCSP.

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 equipo técnico. Weighting 20
3. Calidad técnica de la oferta. Weighting 20

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

CNMY14/DGTI/17

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: 22.9.2014 - 15:00

Payable documents: no

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

22.9.2014 - 15:00

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: 22.10.2014 - 12:00

Place:

c/ Palau, 12 de Valencia.

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 del Sobre 2: 1.10.2014 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: Recurso especial en materia de contratación de conformidad con lo dispuesto en los arts. 40 y siguientes del TRLCSP. El procedimiento de recurso se iniciará mediante escrito que deberá presentarse en el plazo de 15 días hábiles contados a partir del siguiente a aquel en que se remita la notificación del acto impugnado de conformidad con lo dispuesto en el artículo 151.4.

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

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

VI.5. Date of dispatch of this notice

7.8.2014