

**Italy-Venice: Helpdesk and support services**

OJ S 169/2016 02/09/2016

**Contract notice****Services****Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Città Metropolitana di Venezia

Postal address: Via Forte Marghera 191, Mestre

Town: Venezia

NUTS code: ITD35 Venezia

Postal code: 30173

Country: Italy

E-mail: [informatica@cittametropolitana.ve.it](mailto:informatica@cittametropolitana.ve.it)

Telephone: +39 0412501953

Fax: +39 0412597236

**Internet address(es):**Main address: [www.cittametropolitana.ve.it](http://www.cittametropolitana.ve.it)**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: [www.cittametropolitana.ve.it](http://www.cittametropolitana.ve.it)

Additional information can be obtained from the abovementioned address

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**

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

Affidamento per la fornitura di servizi, supporto ed assistenza tecnica al sistema informatico della Città Metropolitana di Venezia.

**II.1.2. Main CPV code**

72253000 Helpdesk and support services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

L'appalto ha per oggetto la fornitura di servizi, supporto ed assistenza tecnica al sistema informatico della Città Metropolitana di Venezia.

**II.1.5. Estimated total value**

Value excluding VAT: 1 681 829,33 EUR

**II.1.6. Information about lots**

This contract is divided into lots: no

**II.2. Description**

**II.2.2. Additional CPV code(s)**

30214000 Workstations, 72610000 Computer support services

**II.2.3. Place of performance**

NUTS code: IT Italia

NUTS code: ITD NORD-EST

NUTS code: ITD35 Venezia

Main site or place of performance: Il luogo di svolgimento del servizio è presso tutte le sedi della Città Metropolitana di Venezia.

**II.2.4. Description of the procurement**

Fornitura di servizi di assistenza sistemistica tecnica specialistica e servizi di sicurezza.

Sostituzione e fornitura di dispositivi informatici hardware: stazioni di lavoro, workstation e stampanti.

Installazione, movimentazione, aggiornamento e sostituzione (IMAC) delle postazioni di lavoro, servizi di help desk e fornitura consumabili.

**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**

Duration in months: 18

This contract is subject to renewal: no

**II.2.10. Information about variants**

Variants will be accepted: no

**II.2.11. Information about options**

Options: yes

Description of options:

Opzione di rinnovo e proroga di cui all'art. 3 dello schema di contratto.

**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**

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**III.1. Conditions for participation**

### **III.1.2. Economic and financial standing**

Selection criteria as stated in the procurement documents

### **III.1.3. Technical and professional ability**

Selection criteria as stated in the procurement documents

## **Section IV: Procedure**

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### **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: no

### **IV.2. Administrative information**

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

Date: 10/10/2016 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.2.7. Conditions for opening of tenders**

Date: 12/10/2016 Local time: 10:00

Place:

Presso la Sede della Città metropolitana di Venezia –Via Forte Marghera 191, Mestre – Venezia.

## **Section VI: Complementary information**

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### **VI.1. Information about recurrence**

This is a recurrent procurement: no

### **VI.3. Additional information**

### **VI.4. Procedures for review**

#### **VI.4.1. Review body**

Official name: TAR Veneto

Town: Venezia

Country: Italy

### **VI.5. Date of dispatch of this notice**

31/08/2016