

Spain-Zamudio: IT services: consulting, software development, Internet and support

OJ S 153/2017 11/08/2017

Contract notice

Services

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: Itelazpi, S.A.

National registration number: A95282216

Postal address: Parque Tecnológico de Bizkaia, ed. 101

Town: Zamudio

NUTS code: ES213 Bizkaia

Postal code: 48170

Country: Spain

E-mail: [kontratazioa@itelazpi.eus](mailto:kontratazioa@itelazpi.eus)

Telephone: +34 944032300

Fax: +34 944032301

**Internet address(es):**

Main address: <http://www.itelazpi.eus>

Address of the buyer profile: <http://www.itelazpi.eus/perfil-del-contratante/>

**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <http://www.itelazpi.eus/perfil-del-contratante/>

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**

Other type: sociedad pública

**I.5. Main activity**

Other activity: telecomunicaciones

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**Section II: Object**

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

**II.1.1. Title**

011.ST.2017: Servicio de atención a clientes y operación de red de Itelazpi.

Reference number: 011.ST.2017

**II.1.2. Main CPV code**

72000000 IT services: consulting, software development, Internet and support

**II.1.3. Type of contract**

Services

#### **II.1.4. Short description**

Prestación del servicio de atención de clientes y operación de red desde un Centro de Atención de Usuarios.

#### **II.1.5. Estimated total value**

Value excluding VAT: 1 176 000,00 EUR

#### **II.1.6. Information about lots**

This contract is divided into lots: no

### **II.2. Description**

#### **II.2.3. Place of performance**

NUTS code: ES21 País Vasco

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

Prestación del servicio de atención de clientes y operación de red desde un Centro de Atención de Usuarios.

#### **II.2.5. Award criteria**

Criteria below

Quality criterion - Name: Medios y metodología / Weighting: 35

Quality criterion - Name: Propuestas de mejora / Weighting: 10

Quality criterion - Name: Idoneidad de los medios humanos / Weighting: 15

Price - Weighting: 40

#### **II.2.6. Estimated value**

Value excluding VAT: 1 176 000,00 EUR

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

Duration in months: 24

This contract is subject to renewal: yes

Description of renewals:

El contrato extiende su vigencia desde la formalización, no antes del 1.1.2018, hasta el 31.12.2019, pudiendo ser prorrogado, en su caso, año a año, durante 2 ejercicios más, es decir, hasta el 31.12.2020 o el 31.12.2021.

#### **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**

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#### **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:  
Véanse pliegos que rigen la contratación.

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

List and brief description of selection criteria:

Volumen global de negocios anual superior igual o superior a 2 352 000 EUR/año durante los 3 últimos ejercicios.

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

List and brief description of selection criteria:

La licitadora deberá acreditar la experiencia profesional de la empresa y del personal vinculado al contrato conforme a los requisitos definidos en el Anexo I al Cuadro resumen del pliego de condiciones generales y al pliego de base técnicas.

## **III.2. Conditions related to the contract**

### **III.2.2. Contract performance conditions**

Véanse pliegos que rigen la contratación.

### **III.2.3. 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

## **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: 06/10/2017 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**

Spanish

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

Duration in months: 9 (from the date stated for receipt of tender)

#### **IV.2.7. Conditions for opening of tenders**

Date: 03/11/2017 Local time: 10:00

Place:

La fecha indicada es una estimación. La fecha de apertura de plicas será comunicada a las empresas participantes vía correo electrónico y a través del Perfil de Contratante.

## Section VI: Complementary information

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### VI.1. Information about recurrence

This is a recurrent procurement: no

### VI.3. Additional information

Fecha límite para consultas: 29.9.2017, a las 12:00 horas.

Fecha límite para la presentación de ofertas: 6.10.2017, a las 12:00 horas..

Fecha estimada de apertura de plicas (Sobre 2-B y Sobre 3): 3.11.2017, a las 10:00 horas.

Idiomas en los que se pueden presentar las ofertas: Castellano y euskera.

### VI.4. Procedures for review

#### VI.4.1. Review body

Official name: Kontratuen Inguruko Errekurtsoen Administrazio Organoa /Órgano Administrativo de Recursos Contractuales de la Comunidad Autónoma de Euskadi

Postal address: c/ Donostia-San Sebastián

Town: Vitoria-Gasteiz

Postal code: 01010

Country: Spain

E-mail: [oararc@ej-gv.eus](mailto:oararc@ej-gv.eus)

Telephone: +34 945019624

Internet address: <https://www.euskadi.eus/w32-3081/es>

#### VI.4.2. Body responsible for mediation procedures

Official name: 0

Town: A

Country: Spain

#### VI.4.4. Service from which information about the review procedure may be obtained

Official name: Itelazpi, S.A.

Postal address: Parque Tecnológico de Bizkaia, ed. 101

Town: Zamudio

Postal code: 48170

Country: Spain

E-mail: [kontratazioa@itelazpi.eus](mailto:kontratazioa@itelazpi.eus)

Telephone: +34 944032300

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Internet address: <http://www.itelazpi.eus>

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

09/08/2017