

**Spain-Madrid: Helpdesk and support services**

OJ S 158/2017 19/08/2017

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

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Junta de Contratación de la Secretaría de Estado de Cultura

National registration number: S2800239B

Postal address: Plaza del Rey, 1

Town: Madrid

NUTS code: ES300 Madrid

Postal code: 28004

Country: Spain

Contact person: Junta de Contratación de la Secretaría de Estado de Cultura

E-mail: [junta.contratacion@mecd.es](mailto:junta.contratacion@mecd.es)

Telephone: +34 917017085

Fax: +34 915230166

**Internet address(es):**Main address: <https://contrataciondelestado.es>Address of the buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=Ny3RatdKhoEQK2TEfXGy%2BA%3D%3D>**I.3. Communication**The procurement documents are available for unrestricted and full direct access, free of charge, at: [https://contrataciondelestado.es/wps/poc?uri=deeplink:detalle\\_licitacion&idEvl=jynBUeU47lwQK2TEfXGy%2BA%3D%3D](https://contrataciondelestado.es/wps/poc?uri=deeplink:detalle_licitacion&idEvl=jynBUeU47lwQK2TEfXGy%2BA%3D%3D)

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted to the abovementioned address

Electronic communication requires the use of tools and devices that are not generally

available. Unrestricted and full direct access to these tools and devices is possible, free of

charge, at: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=Ny3RatdKhoEQK2TEfXGy%2BA%3D%3D>**I.4. Type of the contracting authority**

Ministry or any other national or federal authority, including their regional or local subdivisions

**I.5. Main activity**

Education

**Section II: Object**

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

Servicios de asistencia a los usuarios y microinformática en materia de tecnologías de la información y comunicaciones en el Ministerio de Educación, Cultura y Deporte.

Reference number: J170036

**II.1.2. Main CPV code**

72253000 Helpdesk and support services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Servicios de asistencia a los usuarios y microinformática en materia de tecnologías de la información y comunicaciones en el Ministerio de Educación, Cultura y Deporte.

**II.1.5. Estimated total value**

Value excluding VAT: 823 140,50 EUR

**II.1.6. Information about lots**

This contract is divided into lots: yes

Tenders may be submitted for maximum number of lots: 2

Maximum number of lots that may be awarded to one tenderer: 2

**II.2. Description**

**II.2.1. Title**

Servicio de atención y soporte a usuarios y telefonía

Lot No: 1

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

72253000 Helpdesk and support services

**II.2.3. Place of performance**

NUTS code: ES300 Madrid

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

Servicio de atención y soporte a usuarios y telefonía.

**II.2.5. Award criteria**

Criteria below

Quality criterion - Name: Oferta técnica / Weighting: 30

Price - Weighting: 70

**II.2.6. Estimated value**

Value excluding VAT: 268 595,04 EUR

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

Duration in months: 12

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: 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**

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

##### **II.2.1. Title**

Servicio de administración de directorio, correo electrónico y de los sistemas de información  
Lot No: 2

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

72253000 Helpdesk and support services, 72514300 Facilities management services for computer systems maintenance

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

NUTS code: ES300 Madrid

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

Servicio de administración de directorio, correo electrónico y de los sistemas de información.

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

Criteria below

Quality criterion - Name: Oferta técnica / Weighting: 30

Price - Weighting: 70

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

Value excluding VAT: 74 380,17 EUR

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

Duration in months: 12

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: 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:

Capacidad de obrar.

No prohibición para contratar.

Otros. Capacidades: Según punto 6 del Anexo I del PCAP.

### **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: 02/10/2017 Local time: 17:30

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

Date: 08/11/2017 Local time: 10:30

Place:

Secretaría de Estado de Cultura

Datos de Dirección:

Calle: Plaza del Rey, 1, 2ª planta, Sala Velázquez

CP: 28004

Población: Madrid

País: España.

## **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: Registro Auxiliar del Ministerio de Educación, Cultura y Deporte

Postal address: Plaza del Rey, 1, planta 0

Town: Madrid

Postal code: 28004

Country: Spain

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

17/08/2017