

Spain-Santa Cruz de Tenerife: Information technology services
OJ S 143/2018 27/07/2018
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Consejería de Presidencia, Justicia e Igualdad

Postal address: C/ Rubens Marichal López, 12; Urbanización La Ninfa-Ifara

Town: Santa Cruz de Tenerife

NUTS code: ES709 Tenerife

Postal code: 38071

Country: Spain

E-mail: admarmor@gobiernodecanarias.org

Telephone: +34 922592074

Fax: +34 922922248

Internet address(es):

Main address: <http://www.gobiernodecanarias.org>

Address of the buyer profile: <http://www.gobiernodecanarias.org/perfildelcontratante>

I.4. Type of the contracting authority

Regional or local authority

I.5. Main activity

General public services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Servicios para el cibercentro y ciberinfo

Reference number: 18 001 SR JD AB OA41

II.1.2. Main CPV code

72222300 Information technology services

II.1.3. Type of contract

Services

II.1.4. Short description

Servicios para el cibercentro y ciberinfo.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7.

Total value of the procurement

Value excluding VAT: 41 395 200,00 EUR

II.2. Description

II.2.3. Place of performance

NUTS code: ES70 Canarias

II.2.4. Description of the procurement

Servicios para el cibercentro y ciberinfo.

II.2.5. Award criteria

Quality criterion - Name: Planificación y organización / Weighting: 12

Quality criterion - Name: Mejora del proceso de atención de Incidencias de forma desatendida / Weighting: 4

Quality criterion - Name: Plan de calidad / Weighting: 4

Quality criterion - Name: Medidas de seguridad / Weighting: 4

Quality criterion - Name: Establecimiento ANS / Weighting: 2

Quality criterion - Name: Instalaciones / Weighting: 2

Quality criterion - Name: Plan de implantación y transición y devolución / Weighting: 2

Quality criterion - Name: Propuesta de mejora de los procesos actividades y funciones de operación de servicio, diseño del servicio y transición del servicio / Weighting: 2

Quality criterion - Name: Formación / Weighting: 1

Quality criterion - Name: Plan de comunicación / Weighting: 1

Cost criterion - Name: Importe de la oferta / Weighting: 26

Cost criterion - Name: Exceso certificaciones ITIL y calidad en ISO / Weighting: 20

Cost criterion - Name: Servicios de certificación de seguridad de aplicaciones / Weighting: 4

Cost criterion - Name: Servicios de gestión de base de datos / Weighting: 4

Cost criterion - Name: Servicios de documentación / Weighting: 4

Cost criterion - Name: Servicios de gestión OTRS / Weighting: 4

Cost criterion - Name: Servicios adecuación al ENS / Weighting: 4

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 IV: Procedure

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: yes

IV.2. Administrative information

IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2018/S 049-108002](#)

IV.2.8. Information about termination of dynamic purchasing system

IV.2.9. Information about termination of call for competition in the form of a prior information notice

Section V: Award of contract

Contract No: 2018-898

Title:

Servicios para el cibercentro y ciberinfo

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

10/07/2018

V.2.2. Information about tenders

Number of tenders received: 1

The contract has been awarded to a group of economic operators: yes

V.2.3. Name and address of the contractor

Official name: Inerza, S. A.

Town: Las Palmas de Gran Canaria

NUTS code: ES705 Gran Canaria

Country: Spain

The contractor is an SME: no

V.2.3. Name and address of the contractor

Official name: Contactel Teleservicios, S. A.

Town: Las Palmas de Gran Canaria

NUTS code: ES705 Gran Canaria

Country: Spain

The contractor is an SME: no

V.2.3. Name and address of the contractor

Official name: Nartex Software, S. L.

Town: Las Palmas de Gran Canaria

NUTS code: ES705 Gran Canaria

Country: Spain

The contractor is an SME: yes

V.2.4. Information on value of the contract/lot

Initial estimated total value of the contract/lot: 41 395 200,00 EUR

Total value of the contract/lot: 36 738 692,04 EUR

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Tribunal Administrativo de Contratos Públicos de la Comunidad Autónoma de Canarias

Town: Canarias

Country: Spain

VI.5. Date of dispatch of this notice

23/07/2018