

Spain-Vic: Helpdesk and support services

OJ S 143/2021 27/07/2021

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Ayuntamiento de Vic

National registration number: P0829900J

Postal address: C/ Ciutat, 1

Town: Vic

NUTS code: ES511 Barcelona

Postal code: 08500

Country: Spain

Contact person: Aurora Vilamala Yagüe

E-mail: contractacio@vic.cat

Telephone: +34 938862100

Fax: +34 938867824

Internet address(es):

Main address: <https://www.vic.cat/>

Address of the buyer profile: https://contractaciopublica.gencat.cat/ecofin_pscp/AppJava/perfil/vic

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: https://contractaciopublica.gencat.cat/ecofin_pscp/AppJava/perfil/vic

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

II.1. Scope of the procurement

II.1.1. Title

Contratación del servicio de asistencia y acompañamiento en la utilización de las plataformas de tramitación administrativa del Ayuntamiento de Vic

Reference number: AJT/15436/2020

II.1.2. Main CPV code

72253000 Helpdesk and support services

II.1.3. Type of contract

Services

II.1.4. Short description

El objeto del contrato es la prestación de los servicios de atención, orientación, soporte técnico, asesoramiento, resolución de incidencias y consultas a todas las personas físicas y jurídicas en el uso de las plataformas de tramitación electrónica públicas del Ayuntamiento de Vic (existentes o futuras).

II.1.5. Estimated total value

Value excluding VAT: 242 893,96 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: ES511 Barcelona
Main site or place of performance: Vic.

II.2.4. Description of the procurement

El objeto del contrato es la prestación de los servicios de atención, orientación, soporte técnico, asesoramiento, resolución de incidencias y consultas a todas las personas físicas y jurídicas en el uso de las plataformas de tramitación electrónica públicas del Ayuntamiento de Vic (existentes o futuras).

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

Value excluding VAT: 242 893,96 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 tendrá una duración de dos años con la posibilidad de dos prórrogas de un año cada una.

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

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:

La capacidad de obrar está concretada en la cláusula 15 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

III.2. Conditions related to the contract

III.2.2. Contract performance conditions

Las condiciones de ejecución del contrato están definidas en la cláusula 4 del PCAP.

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

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

Date: 23/08/2021 Local time: 23:59

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

Catalan, Spanish

IV.2.7. Conditions for opening of tenders

Date: 26/08/2021 Local time: 10:00

Place:

De acuerdo con la cláusula 25 del PCAP, la Mesa de Contratación se constituirá en acto pública en el plazo máximo de veinte días naturales desde la fecha de finalización del plazo de presentación de las proposiciones. De modo que la fecha indicada para apertura de plicas es estimativa y prevalecerá la que se indique en el Perfil del Contratante (ver URL).

Information about authorised persons and opening procedure: Ver cláusula 21 del PCAP.

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about electronic workflows

Electronic invoicing will be accepted

VI.3. Additional information**VI.4. Procedures for review****VI.4.1. Review body**

Official name: Tribunal Català de Contractes del Sector Públic

Postal address: Vía Laietana, 14

Town: Barcelona

Postal code: 08003

Country: Spain

Telephone: +34 935676300

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

Ver cláusula 54 de los PCAP.

VI.5. Date of dispatch of this notice

22/07/2021