

**Spain-Vitoria-Gasteiz: Computer facilities management services**

OJ S 142/2023 26/07/2023

Contract notice

Services

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Centro de Cálculo de Álava, S.A. - Centro de Cálculo de Álava, S.A.

National registration number: A01052539

Postal address: Plaza de la provincia s/n.01001 Vitoria-Gasteiz

Town: Vitoria-Gasteiz

NUTS code: ES211 Araba/Álava

Postal code: 01001

Country: Spain

Contact person: Centro de Cálculo de Álava, S.A.

E-mail: [Licitacion\\_ccasa@araba.eus](mailto:Licitacion_ccasa@araba.eus)

Telephone: +34 945181818

**Internet address(es):**Main address: <http://www.ccasa.es/>**I.3. Communication**The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://www.contratacion.euskadi.eus>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://www.contratacion.euskadi.eus/KPELicitacion>

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

**I.4. Type of the contracting authority**

Other type: PODER ADJUDICADOR NO ADMINISTRACIÓN PÚBLICA (PANAP)

**I.5. Main activity**

Other activity: Servicios informáticos

**Section II: Object**

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

Servicio de centro de atención a la ciudadanía y personas usuarias de las entidades locales de Álava (2024-2026)

Reference number: 2024001

**II.1.2. Main CPV code**

72514000 Computer facilities management services

**II.1.3.**

## **Type of contract**

Services

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

Servicio de centro de atención a la ciudadanía y personas usuarias de las entidades locales de Álava (2024-2026)

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

Value excluding VAT: 702 479,35 EUR

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

This contract is divided into lots: no

## **II.2. Description**

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

72514000 Computer facilities management services

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

NUTS code: ES211 Araba/Álava

Main site or place of performance: ES211 - Araba/Álava

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

Servicio de centro de atención a la ciudadanía y personas usuarias de las entidades locales de Álava (2024-2026)

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

Criteria below

Quality criterion - Name: Mejoras en los ANS / Weighting: 12,00

Quality criterion - Name: Estabilidad laboral del equipo de trabajo / Weighting: 6,00

Quality criterion - Name: Localización de la sede alternativa de respaldo ante problemas extraordinarios en la prestación del servicio / Weighting: 5,00

Quality criterion - Name: Representación equilibrada del equipo / Weighting: 5,00

Quality criterion - Name: Gestión de Inventario / Weighting: 10,00

Quality criterion - Name: Plan de atención a necesidades ofimáticas / Weighting: 10,00

Quality criterion - Name: Organización del Servicio / Weighting: 10,00

Quality criterion - Name: Incremento de jornadas de atención / Weighting: 12,00

Cost criterion - Name: Oferta económica / Weighting: 30,00

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

Value excluding VAT: 702 479,35 EUR

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

End: 31/12/2026

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.1.2. 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: 13/09/2023 Local time: 10:00

##### 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, Basque

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

Duration in months: 2 (from the date stated for receipt of tender)

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

Date: 11/10/2023 Local time: 11:30

Place:

<https://www.contratacion.euskadi.eus/ac70bLicitacionWar/retransmision/directo/es/SKPE474.SDP>

Information about authorised persons and opening procedure: Apertura sobre electrónico A

### 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: Órgano Administrativo Foral de Recursos Contractuales de Álava

Town: Vitoria-Gasteiz

Country: Spain

E-mail: [oafrc-kefoa@araba.eus](mailto:oafrc-kefoa@araba.eus)

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

Official name: Contacto Técnico

Postal address: Plaza de la Provincia s/n

Town: Vitoria-Gasteiz

Postal code: 01001

Country: Spain

E-mail: [ccasaweb@araba.eus](mailto:ccasaweb@araba.eus)

Telephone: +34 945181818

Internet address: <http://www.ccasa.es/>

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

21/07/2023