

Spain-Saragossa: Customer services**OJ S 144/2023 28/07/2023****Contract award notice****Services****Legal Basis:**

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Entidad Pública Aragonesa de Servicios Telemáticos

National registration number: Q5000455E

Postal address: Avda. Ranillas, nº 3 A, 3ª planta, oficina J

Town: Zaragoza

NUTS code: ES243 Zaragoza

Postal code: 50018

Country: Spain

Contact person: Entidad Pública Aragonesa de Servicios Telemáticos

E-mail: infocontratosast@aragon.es**Internet address(es):**Main address: <https://contrataciondelestado.es>Address of the buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=Gf2%2FS%2BMtaTAQK2TEfXGy%2BA%3D%3D>**I.4. Type of the contracting authority**

Body governed by public law

I.5. Main activity

General public services

Section II: Object

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

Servicio de atención al usuario, provisión del puesto de trabajo digital y herramientas colaborativas en el ámbito de las TIC con destino a los departamentos y organismos públicos de la Comunidad Autónoma de Aragón

Reference number: AST_2023_3

II.1.2. Main CPV code

79342300 Customer services

II.1.3. Type of contract

Services

II.1.4. Short description

Acuerdo Marco mixto de servicios y suministros

II.1.6.

Information about lots

This contract is divided into lots: yes

II.1.7. Total value of the procurement

Value excluding VAT: 8 420 400,00 EUR

II.2. Description

II.2.1. Title

Servicio de atención al usuario

Lot No: 1

II.2.2. Additional CPV code(s)

79342300 Customer services, 30200000 Computer equipment and supplies, 48000000 Software package and information systems, 72000000 IT services: consulting, software development, Internet and support

II.2.3. Place of performance

NUTS code: ES24 Aragón

II.2.4. Description of the procurement

Servicio de atención al usuario

II.2.5. Award criteria

Quality criterion - Name: Características generales de la oferta / Weighting: 5

Quality criterion - Name: Ejecución del contrato bajo estándares de responsabilidad social / Weighting: 2

Quality criterion - Name: Medios materiales / Weighting: 8

Quality criterion - Name: Modelo de gestión y ejecución de la renovación de puesto de trabajo / Weighting: 10

Quality criterion - Name: Modelo de organización del servicio / Weighting: 20

Quality criterion - Name: Plan de devolución (entrega) del servicio / Weighting: 4

Cost criterion - Name: Mejoras aportadas / Weighting: 5.5

Cost criterion - Name: Mejoras aportadas sobre los niveles de servicio establecidos como objetivo en el PPT para los siguientes indicadores: ANS-CAU-01, ANS-CAU-02, ANS-CAU-05, ANS-SP-01 y ANS-SP-03 / Weighting: 12

Cost criterion - Name: Precio de los recursos ofertados para perfiles adicionales, horas de técnico, paquetería, kilometraje e instalación de equipos necesarios para la ejecución de los contratos derivados / Weighting: 8.5

Cost criterion - Name: Importe de la oferta económica para la línea base / Weighting: 25

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

Suministro de equipamiento

Lot No: 2

II.2.2. Additional CPV code(s)

30200000 Computer equipment and supplies, 48000000 Software package and information systems, 72000000 IT services: consulting, software development, Internet and support, 79342300 Customer services

II.2.3. Place of performance

NUTS code: ES24 Aragón

II.2.4. Description of the procurement

Suministro de equipamiento

II.2.5. Award criteria

Cost criterion - Name: Descuento por pago en cuota única / Weighting: 10

Cost criterion - Name: Mejora en la tipología movilidad estándar / Weighting: 10

Cost criterion - Name: Mejora en la tipología sobremesa / Weighting: 7

Cost criterion - Name: Importe de la oferta económica (Lote 2) / Weighting: 73

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

Provisión de licencias

Lot No: 3

II.2.2. Additional CPV code(s)

79342300 Customer services, 30200000 Computer equipment and supplies, 48000000 Software package and information systems, 72000000 IT services: consulting, software development, Internet and support

II.2.3. Place of performance

NUTS code: ES24 Aragón

II.2.4. Description of the procurement

Provisión de licencias

II.2.5. Award criteria

Price

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

Gestión y evolución del servicio
Lot No: 4

II.2.2. Additional CPV code(s)

79342300 Customer services, 30200000 Computer equipment and supplies, 48000000 Software package and information systems, 72000000 IT services: consulting, software development, Internet and support

II.2.3. Place of performance

NUTS code: ES24 Aragón

II.2.4. Description of the procurement

Gestión y evolución del servicio

II.2.5. Award criteria

Quality criterion - Name: Equipo de trabajo / Weighting: 2

Quality criterion - Name: Gestión y organización del servicio / Weighting: 6

Quality criterion - Name: Plan de puesta en marcha y devolución del servicio / Weighting: 4

Quality criterion - Name: Seguridad y calidad / Weighting: 6

Quality criterion - Name: Solución propuesta / Weighting: 30

Cost criterion - Name: Calidad del equipo propuesto para la prestación del servicio / Weighting : 13

Cost criterion - Name: Mejoras aportadas (lote 4) / Weighting: 5

Cost criterion - Name: Precio de los perfiles necesarios para la ejecución de los contratos derivados / Weighting: 14

Cost criterion - Name: Importe de la oferta económica (lote 4) / Weighting: 20

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: no

IV.2. Administrative information

IV.2.1.

Previous publication concerning this procedure

Notice number in the OJ S: [2023/S 053-155417](#)

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: 2

Lot No: 1

Title:

Servicio de atención al usuario

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

20/07/2023

V.2.2. Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 0

Number of tenders received by electronic means: 3

The contract has been awarded to a group of economic operators: no

V.2.3. Name and address of the contractor

Official name: INSTRUMENTACIÓN Y COMPONENTES S.A.

National registration number: A50086412

Postal address: C/ ALAÚN 8

Town: Zaragoza

NUTS code: ES243 Zaragoza

Postal code: 50001

Country: Spain

The contractor is an SME: no

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

Initial estimated total value of the contract/lot: 10 726 569,99 EUR

Total value of the contract/lot: 8 420 400,00 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 Aragón

Postal address: Plaza Los Sitios, 7

Town: Zaragoza
Postal code: 50001
Country: Spain

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

Official name: Aragonesa de Servicios Telemáticos
Postal address: Avda Ranillas, nº 3 A, 3ª planta, oficina J
Town: Zaragoza
Postal code: 50018
Country: Spain
E-mail: infocontratosast@aragon.es

VI.5. Date of dispatch of this notice

24/07/2023