

**Spain-Saragossa: Customer services**  
**OJ S 149/2023 04/08/2023**  
**Contract award notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

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**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](mailto: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

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**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: 1 173 444,97 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**

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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.2.1.**

## 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

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**Contract No:** 1

**Lot No:** 4

**Title:**

Gestión y evolución del servicio

A contract/lot is awarded: yes

### V.2. Award of contract

#### V.2.1. Date of conclusion of the contract

14/07/2023

#### V.2.2. Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 3

Number of tenders received from tenderers from non-EU Member States: 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: INETUM ESPAÑA, S.A.

National registration number: A28855260

Postal address: María de Portugal, 9, Portal E1

Town: Madrid

NUTS code: ES300 Madrid

Postal code: 28050

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: 1 268 628,50 EUR

Total value of the contract/lot: 1 173 444,97 EUR

#### V.2.5. Information about subcontracting

## Section VI: Complementary information

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### 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](mailto:infocontratosast@aragon.es)

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

31/07/2023