

**Spain-Las Palmas de Gran Canaria: Helpdesk and support services**

OJ S 230/2021 26/11/2021

Contract award notice

Services

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Director del Instituto Canario de Estadística (ISTAC)

National registration number: Q8550002C

Postal address: c/ Luis Doreste Silva, 101 p.7

Town: Las Palmas de Gran Canaria

NUTS code: ES70 Canarias

Postal code: 35004

Country: Spain

Contact person: Director del Instituto Canario de Estadística (ISTAC)

E-mail: [istac@gobiernodecanarias.org](mailto:istac@gobiernodecanarias.org)

Telephone: +34 928899260

Fax: +34 928899275

**Internet address(es):**Main address: <http://www.gobiernodecanarias.org/istac/>Address of the buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=IX6avbkvrJEQK2TEfXGy%2BA%3D%3D>**I.4. Type of the contracting authority**

Regional or local authority

**I.5. Main activity**

General public services

**Section II: Object**

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

Asistencia técnica a la infraestructura de datos y metadatos estadísticos de Canarias.

Reference number: 5/2021

**II.1.2. Main CPV code**

72253000 Helpdesk and support services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Asistencia técnica a la infraestructura de datos y metadatos estadísticos de Canarias.

**II.1.6.**

## Information about lots

This contract is divided into lots: no

### II.1.7. Total value of the procurement

Value excluding VAT: 643 691,59 EUR

## II.2. Description

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

72300000 Data services, 72310000 Data-processing services, 72311100 Data conversion services, 72312100 Data preparation services, 72320000 Database services, 72322000 Data management services, 72330000 Content or data standardization and classification services

### II.2.3. Place of performance

NUTS code: ES70 Canarias

Main site or place of performance: Canarias Instituto Canario de Estadística. Las Palmas de Gran Canaria. 35004

### II.2.4. Description of the procurement

Asistencia técnica a la infraestructura de datos y metadatos estadísticos de Canarias.

### II.2.5. Award criteria

Cost criterion - Name: 01. Número de titulados Nivel 4 MECES entre el equipo mínimo estable / Weighting: 6

Cost criterion - Name: 02. Número de titulados Nivel 3 MECES entre el equipo mínimo estable / Weighting: 6

Cost criterion - Name: 03. Número de niveles de inglés B2 entre el equipo mínimo estable / Weighting: 5

Cost criterion - Name: 04. Porcentaje de dedicación del Jefe/a del servicio de soporte / Weighting: 5

Cost criterion - Name: 05. Porcentaje de dedicación del/la Asistente de programas estratégicos / Weighting: 5

Cost criterion - Name: 06. Porcentaje de dedicación del/la Analista / Consultor / Weighting: 5

Cost criterion - Name: 07. Porcentaje de dedicación de los/as Ingenieros/as de datos / Weighting: 5

Cost criterion - Name: 08. Porcentaje de dedicación del/la Analista de normalización de datos / Weighting: 5

Cost criterion - Name: 09. Porcentaje de dedicación del/la Analista de calidad de procesos / Weighting: 5

Cost criterion - Name: 10. Tasa de feminidad / Weighting: 2

Cost criterion - Name: 11. Tasa de personal con contrato indefinido / Weighting: 2

Cost criterion - Name: 12. Importe dedicado a la formación especializada / Weighting: 2

Cost criterion - Name: 13. Certificación ISO 27001 de Sistemas de gestión de la seguridad de la información / Weighting: 2

Cost criterion - Name: 14. Precio / Weighting: 45

### 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: yes

#### IV.2. Administrative information

##### IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2021/S 166-434534](#)

##### 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:** 108711/2021

**Title:**

Asistencia técnica a la infraestructura de datos y metadatos estadísticos de Canarias.

A contract/lot is awarded: yes

#### V.2. Award of contract

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

19/11/2021

##### V.2.2. Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 1

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

##### V.2.3. Name and address of the contractor

Official name: Arte Consultores Tecnológicos S.L.

National registration number: B38816328

Postal address: Avda. Candelaria 27

Town: Santa Cruz de Tenerife

NUTS code: ES70 Canarias

Postal code: 38206

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: 677 570,09 EUR

Total value of the contract/lot: 643 691,59 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 Contratación Pública de la Comunidad Autónoma de Canarias

Postal address: c/ Fernando Guanarteme nº 2

Town: Las Palmas de Gran Canaria

Postal code: 35007

Country: Spain

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

Official name: Instituto Canario de Estadística (ISTAC)

Postal address: c/ Luis Doreste Silva, 101 p.7

Town: Las Palmas de Gran Canaria

Postal code: 35004

Country: Spain

E-mail: [istac@gobiernodecanarias.org](mailto:istac@gobiernodecanarias.org)

Telephone: +34 928899260

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

22/11/2021