

**Spain-Vic: Helpdesk and support services**  
**OJ S 238/2021 08/12/2021**  
**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: 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: AYUNTAMIENTO DE VIC - OFICINA DE CONTRATACIÓN

E-mail: [contractacio@vic.cat](mailto:contractacio@vic.cat)

Telephone: +34 938862100

Fax: +34 938867824

**Internet address(es):**

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

Address of the buyer profile: [https://contractaciopublica.gencat.cat/ecofin\\_pscp/AppJava/perfil/vic/ca\\_ES/customProf](https://contractaciopublica.gencat.cat/ecofin_pscp/AppJava/perfil/vic/ca_ES/customProf)

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

Regional or local authority

**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 asistencia y acompañamiento en la utilización de plataformas de tramitación administrativa

Reference number: AJT1/15436/2020

**II.1.2. Main CPV code**

72253000 Helpdesk and support services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Prestación de los Servicios de atención y asesoramiento en el uso de las plataformas de tramitación electrónica públicas del Ayuntamiento de Vic.

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

This contract is divided into lots: no

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

Value excluding VAT: 242 893,96 EUR

## **II.2. Description**

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

NUTS code: ES España

NUTS code: ES51 Cataluña

NUTS code: ES511 Barcelona

Main site or place of performance: Vic

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

Prestación de 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 publicas del Ayuntamiento de Vic

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

Quality criterion - Name: información de atención / Weighting: 13

Quality criterion - Name: control de calidad del servicio / Weighting: 9

Quality criterion - Name: Overflows / Weighting: 14

Quality criterion - Name: Gobierno abierto y rendición de cuentas / Weighting: 9

Cost criterion - Name: oferta economica / Weighting: 55

### **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 143-380451](#)

#### **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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A contract/lot is awarded: yes

#### V.2. Award of contract

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

02/12/2021

##### 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: ADTENDE, S.L

National registration number: B67503920

Town: ESPARREGUERA

NUTS code: ES511 Barcelona

Postal code: 08292

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: 242 893,96 EUR

Total value of the contract/lot: 242 893,96 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 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 52 de los PCAP

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

03/12/2021