

Spain-Cornellà de Llobregat: Helpdesk and support services

OJ S 227/2023 24/11/2023

Contract notice**Services****Legal Basis:**

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Ajuntament de Cornellà de Llobregat

National registration number: P087200A

Postal address: Plaça de l'Església, s/n

Town: Cornellà de Llobregat

NUTS code: ES511 Barcelona

Postal code: 08940

Country: Spain

Contact person: Maria Rosa Iglesias Ojeda

E-mail: contractacio@aj-cornella.cat

Telephone: +34 933770212

Fax: +34 933778900

Internet address(es):Main address: www.cornella.catAddress of the buyer profile: https://contractaciopublica.gencat.cat/ecofin_pscp/AppJava/perfil/4434180/es_ES/customProf**I.3. Communication**The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://contractaciopublica.cat/ca/perfils-contractant/detall/4434180?categoria=0&tipus=104&page=0>[categoria=0&tipus=104&page=0](https://contractaciopublica.cat/ca/perfils-contractant/detall/4434180?categoria=0&tipus=104&page=0)

Additional information can be obtained from the abovementioned address

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

I.4. Type of the contracting authority

Regional or local authority

I.5. Main activity

General public services

Section II: Object

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

23-089 SERVICIO DE SOPORTE Y ASISTENCIA TELEMÁTICA DE ATENCIÓN A LA CIUDADANIA PARA TRAMITES EN LA SEDE ELECTRÓNICA DEL AYUNTAMIENTO DE CORNELLÀ DE LLOBREGAT

Reference number: 23-089

II.1.2. Main CPV code

72253000 Helpdesk and support services

II.1.3. Type of contract

Services

II.1.4. Short description

Prestación del servicio de soporte y asistencia telemática de atención a la ciudadanía para la realización de tramites telemáticos en la sede electrónica del Ayuntamiento de Cornellà de Llobregat.

II.1.5. Estimated total value

Value excluding VAT: 492 120,00 EUR

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description**II.2.2. Additional CPV code(s)**

72253000 Helpdesk and support services

II.2.3. Place of performance

NUTS code: ES511 Barcelona

Main site or place of performance: Cornellà de Llobregat

II.2.4. Description of the procurement

Prestación del servicio de soporte y asistencia telemática de atención a la ciudadanía para la realización de tramites telemáticos en la sede electrónica del Ayuntamiento de Cornellà de Llobregat.

II.2.5. Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. Estimated value

Value excluding VAT: 410 100,00 EUR

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

Duration in months: 48

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**

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

III.2. Conditions related to the contract

III.2.2. Contract performance conditions

Se fija como condición especial de ejecución del contrato de carácter social:

Si durante la ejecución del contrato se requiere sustitución del personal, la empresa tendrá que contratar: a una mujer o un parado de larga duración o una persona joven de menos de 25 años o una persona con diversidad funcional

Se acreditará aportando un certificado de la empresa que acrediten una de la singularidad durante la ejecución del contrato. Esta condición se acreditará mediante la aportación de una declaración de responsable por parte del contratista en el inicio del contrato detallando el personal para llevar a cabo la ejecución de este y una declaración responsable al final del contrato detallando las variaciones del personal, acompañando documentación acreditativa (TC2, contratos, etc.)

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: yes

IV.2. Administrative information

IV.2.2. Time limit for receipt of tenders or requests to participate

Date: 27/12/2023 Local time: 14:00

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

Catalan, Spanish

IV.2.7. Conditions for opening of tenders

Date: 03/01/2024 Local time: 10:00

Place:

Ayuntamiento de Cornellà de Llobregat

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about electronic workflows

Electronic invoicing will be accepted

VI.3. Additional information**VI.4. Procedures for review****VI.4.1. Review body**

Official name: AJUNTAMENT DE CORNELLÀ DE LLOBREGAT

Postal address: PLAZA DE LA IGLESIA, S/N

Town: CORNELLÀ DE LLOBREGAT

Postal code: 08940

Country: Spain

E-mail: contractacio@aj-cornella.cat

Telephone: +34 933770212

Internet address: www.cornella.cat

VI.5. Date of dispatch of this notice

21/11/2023