

Spain-Santa Coloma de Farners: Call centre
OJ S 8/2022 12/01/2022
Contract notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Consell Comarcal de la Selva

National registration number: P6700002F

Postal address: Pg. Sant Salvador, 25-27

Town: Santa Coloma de Farners

NUTS code: ES512 Girona

Postal code: 17430

Country: Spain

E-mail: contractacio@selva.cat

Telephone: +34 972842161

Fax: +34 972840804

Internet address(es):

Main address: <https://www.selva.cat>

Address of the buyer profile: https://contractaciopublica.gencat.cat/ecofin_pscp/AppJava/cap.pscp?ambit=&keyword=selva&reqCode=viewDetail&idCap=1923388

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: https://contractaciopublica.gencat.cat/ecofin_pscp/AppJava/cap.pscp?ambit=&keyword=selva&reqCode=viewDetail&idCap=1923388

[ambit=&keyword=selva&reqCode=viewDetail&idCap=1923388](https://contractaciopublica.gencat.cat/ecofin_pscp/AppJava/cap.pscp?ambit=&keyword=selva&reqCode=viewDetail&idCap=1923388)

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**

Servicio de atención telefónica y telemática (CAT), a los contribuyentes de los municipios de la Comarca de la Selva.

Reference number: 2021/4595

II.1.2. Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

La prestación del servicio de atención telefónica y telemática a los usuarios de la gestión tributaria de la comarca de la Selva que este organismo realiza en virtud de las delegaciones efectuadas por los municipios, en términos de gestión y recaudación de sus ingresos públicos, teniendo en cuenta la delegación de los tributos por parte de los municipios de la Comarca de la Selva y sus ordenanzas fiscales.

II.1.5. Estimated total value

Value excluding VAT: 442 041,60 EUR

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.3. Place of performance

NUTS code: ES512 Girona

II.2.4. Description of the procurement

La prestación del servicio de atención telefónica y telemática a los usuarios de la gestión tributaria de la comarca de la Selva que este organismo realiza en virtud de las delegaciones efectuadas por los municipios, en términos de gestión y recaudación de sus ingresos públicos, teniendo en cuenta la delegación de los tributos por parte de los municipios de la Comarca de la Selva y sus ordenanzas fiscales.

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: 442 041,60 EUR

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

Duration in months: 24

This contract is subject to renewal: yes

Description of renewals:

Se prevé la posibilidad de dos prórrogas, de un año cada una.

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

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Open procedure Accelerated procedure Justification:

Es necesario prestar el servicio de atención telefónica y telemática a través de la externalización planteada a partir de enero de 2022

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

Date: 24/01/2022 Local time: 23:59

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: 26/01/2022 Local time: 12:00

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: yes

Estimated timing for further notices to be published:

En el año 2026

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: Via Laietana, 14

Town: Barcelona

Postal code: 08003

Country: Spain

Telephone: +34 936576300

Internet address: <http://tribunaldecontractes.gencat.cat/>

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

De conformidad con lo establecido en el artículo 50 de la Ley 9/2017, de 8 de noviembre, de Contratos del Sector Público

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

Official name: Consell Comarcal de la Selva

Postal address: Passeig Sant Salvador, 25-27

Town: Santa Coloma

Postal code: 17430

Country: Spain

E-mail: contractacio@selva.cat

Telephone: +34 972842161

VI.5. Date of dispatch of this notice

07/01/2022