

Spain-Tomares: Customer services
OJ S 12/2017 18/01/2017
Contract notice – utilities
Services

Directive 2004/17/EC

Section I: Contracting entity

I.1. Name and addresses

Official name: Empresa Mancomunada del Aljarafe, S.A.
National registration number: A41092032
Postal address: Glorieta Gerente Carlos Moreno, s/n
Town: Tomares
Postal code: 41940
Country: Spain
Contact person: Empresa Mancomunada del Aljarafe, S.A., Servicio de Clientes
E-mail: licitaciones.com@aljarafesa.es
Telephone: +34 955608104/05
Fax: +34 955608114

Internet address(es):

General address of the contracting entity: <http://www.aljarafesa.es>
Electronic access to information: <http://www.aljarafesa.es>

Additional information can be obtained from:

the abovementioned address

Specifications and additional documents (including documents for a dynamic purchasing system) can be obtained from: Official name: Empresa Mancomunada del Aljarafe, S.A.

Postal address: Glorieta Gerente Carlos Moreno, s/n
Town: Tomares
Postal code: 41940
Country: Spain
Contact person: Empresa Mancomunada del Aljarafe, S.A., Servicio de Contratación
E-mail: licitaciones@aljarafesa.es
Telephone: +34 955608104/05
Fax: +34 955608114
Internet address: <http://http://www.aljarafesa.es>

Tenders or requests to participate must be submitted: Official name: Empresa Mancomunada del Aljarafe, S.A.

Postal address: Glorieta Gerente Carlos Moreno, s/n
Town: Tomares
Postal code: 41940
Country: Spain
Contact person: Empresa Mancomunada del Aljarafe, S.A., Registro General

I.2. Main activity

Water

I.3. Contract award on behalf of other contracting entities

The contracting entity is purchasing on behalf of other contracting entities: no

Section II: Object of the contract

II.1. Description

II.1.1. Title attributed to the contract by the contracting entity

Servicio de atención telefónica a clientes, recepción de avisos de averías y otros servicios complementarios de Aljarafesa.

II.1.2. Type of contract and place of performance or delivery

Services

Service category No 13: Advertising services

NUTS code ES618 Sevilla

II.1.3. Information about a framework agreement or a dynamic purchasing system

II.1.4. Information about framework agreement

II.1.5. Short description of the contract or purchase(s)

Atención telefónica a clientes, recepción de avisos de averías y otros servicios complementarios de Aljarafesa.

II.1.6. CPV code(s)

79342300 Customer services

II.1.7. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: yes

II.1.8. Information about lots

This contract is divided into lots: no

II.1.9. Information about variants

Variants will be accepted: no

II.2. Scope of the procurement

II.2.1. Total quantity or scope

495 180 EUR (IVA no incluido).

Estimated value excluding VAT: 495 180 EUR

II.2.2. Information about options

Options: no

II.2.3. Information about renewals

This contract is subject to renewal: yes

Number of possible renewals: 1

In the case of renewable contracts, estimated time-frame for subsequent calls for competition:

in months: 42 (from the award of the contract)

II.3. Duration of the contract or time limit for completion

Duration in months: 42 (from the award of the contract)

Section III: Legal, economic, financial and technical information

III.1. Conditions related to the contract

III.1.1. Deposits and guarantees required

Garantía provisional: 565,92 EUR.

Garantía definitiva: según condición VII del pliego de condiciones particulares.

III.1.2. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them

Según condición IV del pliego de condiciones particulares.

III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded

Según condición VI del pliego de condiciones particulares.

III.1.4. Contract performance conditions

The performance of the contract is subject to particular conditions: no

III.2. Conditions for participation

III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions: Según condición VI del pliego de condiciones particulares.

III.2.2. Economic and financial ability

List and brief description of conditions: Según condición VI del pliego de condiciones particulares.

III.2.3. Technical and professional ability

List and brief description of conditions: Según condición VI del pliego de condiciones particulares.

III.2.4. Information about reserved contracts

III.3. Conditions specific to services contracts

III.3.1. Information about a particular profession

Execution of the service is reserved to a particular profession: no

III.3.2. Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract: no

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Open

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of the criteria stated in the specifications or in the invitation to tender or to negotiate

IV.2.2. Information about electronic auction

An electronic auction will be used: no

IV.3. Administrative information

IV.3.1. File reference number attributed by the contracting entity

S: 67/16-188

IV.3.2. Previous publication concerning this procedure

no

IV.3.3. Conditions for obtaining specifications and additional documents

(except for a DPS)

Payable documents: no

IV.3.4. Time limit for receipt of tenders or requests to participate

22.2.2017 - 14:00

IV.3.5. Languages in which tenders or requests to participate may be submitted

Spanish.

IV.3.6. Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

IV.3.7. Conditions for opening of tenders

Place

Según condición VI.7 del pliego de condiciones particulares.

Persons authorised to be present at the opening of tenders: yes

Acto público; representantes de empresas ofertantes.

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:

no

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Tribunal Administrativo de Recursos Contractuales de la Junta de Andalucía

Postal address: c/ Inca Garcilaso, 3, Edificio Expo

Town: Isla de la Cartuja, Sevilla

Postal code: 41092

Country: Spain

E-mail: ribunaladministrativo.contratos@juntadeandalucia.es

Telephone: +34 671530856

Fax: +34 955515041

VI.4.2. Review procedure

Precise information on deadline(s) for review procedures: 15 días hábiles en los términos del artículo 104 de la Ley 31/2007 de 30 de octubre.

No obstante, según lo establecido en la condición XX del pliego de condiciones particulares sobre creación de un órgano especializado municipal o mancomunado por parte de la mancomunidad de municipios del Aljarafe o por alguno de los municipios que la integran, dejara sin efecto la atribución de jurisdicción al órgano anteriormente señalado.

VI.4.3. Service from which information about the review procedure may be obtained

Official name: Servicio de Contratación

Postal address: Glorieta Gerente Carlos Moreno, s/n

Town: Tomares

Postal code: 41940

Country: Spain

E-mail: licitaciones@aljarafesa.es

Telephone: +34 955608104/05

Fax: +34 955608114

VI.5. Date of dispatch of this notice

13.1.2017