

Spain-Seville: Call centre
OJ S 16/2024 23/01/2024
Contract notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Sociedad Andaluza para el Desarrollo de las Telecomunicaciones, S.A.

National registration number: A41857988

Postal address: Camino de los Descubrimientos, 17 41092 Sevilla

Town: Sevilla

NUTS code: ES61 Andalucía

Postal code: 41092

Country: Spain

Contact person: ISABEL MORENO LORENTE

E-mail: licitaciones.sandetel@juntadeandalucia.es

Telephone: +34 954544427

Fax: +34 955061019

Internet address(es):

Main address: <https://www.juntadeandalucia.es/licitacion-electronica/>

Address of the buyer profile: <https://juntadeandalucia.es/temas/contratacion-publica/perfiles-licitaciones/perfiles-contratante/detalle/EICE21.html>

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://juntadeandalucia.es/temas/contratacion-publica/perfiles-licitaciones/perfiles-contratante/detalle/EICE21.html>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://www.juntadeandalucia.es/licitacion-electronica/>

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

I.4. Type of the contracting authority

Other type: Entidad instrumental de la Junta de Andalucía

I.5. Main activity

Other activity: Telecomunicaciones y Sociedad de la Información

Section II: Object

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

SERVICIOS PROFESIONALES PARA EL MANTENIMIENTO DE LAS UNIDADES DE ATENCIÓN E INFORMACIÓN DE PRIMER NIVEL PARA LOS SERVICIOS DE ATENCIÓN E INFORMACIÓN A LA CIUDADANIA DE DIVERSAS CONSEJERÍAS Y O. JA

Reference number: EXPT23-00066

II.1.2. Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

Se requiere la contratación de Servicios Profesionales para el mantenimiento de las Unidades de Atención e Información de Primer Nivel para los Servicios de Atención e Información a la Ciudadanía de Diversas Consejerías y Organismos de la Junta de Andalucía

II.1.5. Estimated total value

Value excluding VAT: 33 444 251,40 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: ES61 Andalucía

II.2.4. Description of the procurement

Se requiere la contratación de Servicios Profesionales para el mantenimiento de las Unidades de Atención e Información de Primer Nivel para los Servicios de Atención e Información a la Ciudadanía de Diversas Consejerías y Organismos de la Junta de Andalucía

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: 7 962 917,00 EUR

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

Duration in months: 12

This contract is subject to renewal: yes

Description of renewals:

tres prorrogas de 12 meses 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:
yes

Identification of the project: 1,43 % fondo MRR

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

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.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2023/S 135-430496](#)

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

Date: 02/02/2024 Local time: 12:00

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

Spanish

IV.2.7. Conditions for opening of tenders

Date: 16/02/2024 Local time: 10:00

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: 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: Registro General de la Consejería de Hacienda y Administración Pública, c /Juan Antonio Vizarrón s/n Sevilla SEDE: C/Inca Garcilaso nº 3, Edificio Expo Isla de la Cartuja, Sevilla
Town: SEVILLA
Postal code: 41092

Country: Spain

E-mail: tribunaladministrativo.contratos@juntadeandalucia.es

Telephone: +34 671530856

Fax: +34 955515041

Internet address: <https://juntadeandalucia.es/temas/contratacion-publica/recurso/administrativo.html>

VI.4.2. Body responsible for mediation procedures

Official name: Sandetel

Town: SEVILLA

Country: Spain

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

15 DIAS DESDE LA PUBLICACION

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

Official name: SOCIEDAD ANDALUZA PARA EL DESARROLL DE LAS TELECOMUNICACIONES,S.A.

Postal address: Camino de los Descubrimientos, 17 41092 Sevilla

Town: Sevilla

Postal code: 41092

Country: Spain

E-mail: licitaciones.sandetel@juntadeandalucia.es

Telephone: +34 954998427

Internet address: <https://juntadeandalucia.es/organismos/empleoempresaycomercio/sandetel.html>

VI.5. Date of dispatch of this notice

18/01/2024