

**Spain-Granada: Telephone-answering services**

OJ S 35/2018 20/02/2018

Contract notice

Services

Directive 2004/18/EC

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Ayuntamiento de Granada

Postal address: Avenida Fuerzas Armadas, Complejo Administrativo, Edificio C, escalera derecha, 1ª planta

Town: Granada

Postal code: 18001

Country: Spain

For the attention of: Encarnita Quero Solier

E-mail: [equero@granada.org](mailto:equero@granada.org)

Telephone: +49 958248107

Fax: +49 958248256

**Internet address(es):**General address of the contracting authority: [www.granada.org](http://www.granada.org)Address of the buyer profile: <http://www.granada.org/contrata.nsf>**Additional information can be obtained from:**

the abovementioned address

**Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:**

the abovementioned address

**Tenders or requests to participate must be submitted:** the abovementioned address**I.2. Type of the contracting authority**

Regional or local authority

**I.3. Main activity**

General public services

**I.4. Contract award on behalf of other contracting authorities**

The contracting authority is purchasing on behalf of other contracting authorities: no

**Section II: Object of the contract**

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**II.1. Description****II.1.1. Title attributed to the contract by the contracting authority**

Contrato de servicios de atención telefónica a realizar por personal teleoperador

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

Services

NUTS code ES614 Granada

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

The notice involves a public contract

#### **II.1.4. Information about framework agreement**

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

Servicio de atención telefónica por personal teleoperador en el Ayuntamiento de Granada.

#### **II.1.6. CPV code(s)**

79510000 Telephone-answering services, 79511000 Telephone operator services, 79512000 Call centre

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

The procurement is covered by the Government Procurement Agreement: no

#### **II.1.8. 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**

Presupuesto total 206 495,04 EUR IVA incluido.  
Estimated value excluding VAT: 682 628,20 EUR

#### **II.2.2. Information about options**

Options: no

#### **II.2.3. Information about renewals**

This contract is subject to renewal: no

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

Duration in months: 48 (from the award of the contract)

## **Section III: Legal, economic, financial and technical information**

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### **III.1. Conditions related to the contract**

#### **III.1.1. Deposits and guarantees required**

5 por 100 del importe de adjudicación del contrato.

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

Ver Pliego Cláusulas Administrativas Particulares.

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

Ver Pliego Cláusulas Administrativas 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: Ver Pliego Cláusulas Administrativas Particulares.

### **III.2.2. Economic and financial ability**

Minimum level(s) of standards possibly required: Ver Pliego Cláusulas Administrativas Particulares.

### **III.2.3. Technical and professional ability**

Minimum level(s) of standards possibly required:  
Ver Pliego Cláusulas Administrativas 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**

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### **IV.1. Type of procedure**

#### **IV.1.1. Type of procedure**

Open

#### **IV.1.2. Information about the limits on the number of candidates to be invited**

#### **IV.1.3. Information about reduction of the number of solutions or tenders during negotiation or dialogue**

### **IV.2. Award criteria**

#### **IV.2.1. Award criteria**

The most economically advantageous tender in terms of Criteria below

1. Plan de trabajo.. Weighting 20

2. Mejoras.. Weighting 20

3. Precio ofertado.. Weighting 60

#### **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 authority**

183/2017

#### **IV.3.2. Previous publication concerning this procedure**

#### **IV.3.3. Conditions for obtaining specifications and additional documents or descriptive document**

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

28.3.2018 - 12:00

**IV.3.5. Estimated date of dispatch of invitations to tender or to participate to selected candidates**

**IV.3.6. Languages in which tenders or requests to participate may be submitted**  
Spanish.

**IV.3.7. Minimum time frame during which the tenderer must maintain the tender**  
Duration in months: 2 (from the date stated for receipt of tender)

**IV.3.8. Conditions for opening of tenders**

Place:

Salón de Comisiones del Ayuntamiento de Granada.

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

Information about authorised persons and opening procedure: La apertura es acto público. Se avisará a los licitadores. Importante: el plazo señalado para la recepción de ofertas (IV.3.4), es meramente orientativo pues será determinado una vez publicado el anuncio de licitación en el BOE.

## **Section VI: Complementary information**

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**VI.1. Information about recurrence**

This is a recurrent procurement: no

**VI.2. Information about European Union funds**

**VI.3. Additional information**

**VI.4. Procedures for review**

**VI.4.1. Review body**

**VI.4.2. Review procedure**

Precise information on deadline(s) for review procedures: Ver Pliego Cláusulas Administrativas Particulares.

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

Official name: Servicio de Contratación

Postal address: Avenida Fuerzas Armadas, Complejo Administrativo Mondragones, Edificio C, escalera derecha, 1ª planta

Town: Granada

Postal code: 18071

Country: Spain

E-mail: [contratacion@granada.org](mailto:contratacion@granada.org)

Telephone: +49 958248107

Fax: +49 958248256

Internet address: <http://www.granada.org/contrata.nsf>

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

16.2.2018