

Spain-Vitoria-Gasteiz: Telephone switchboard services

OJ S 36/2023 20/02/2023

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: LANBIDE, Servicio Vasco de Empleo - Lanbide

National registration number: Q01005711

Postal address: Jose Atxotegi, 1 Araba/Álava - Vitoria-Gasteiz 01009

Town: Vitoria-Gasteiz

NUTS code: ES21 País Vasco

Postal code: 01009

Country: Spain

Contact person: Leire Larrea

E-mail: carlos.garcia@lanbide.eus

Telephone: +34 945016832

Internet address(es):Main address: <https://www.lanbide.euskadi.eus/>**I.3. Communication**The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://www.contratacion.euskadi.eus>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://www.contratacion.euskadi.eus/KPELicitacion>

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

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

General public services

Section II: Object

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

Gestión del servicio de Información y Atención de Lanbide

Reference number: LAN/A-50/2023

II.1.2. Main CPV code

64214200 Telephone switchboard services

II.1.3. Type of contract

Services

II.1.4. Short description

Gestión del servicio de Información y Atención de Lanbide

II.1.5. Estimated total value

Value excluding VAT: 8 000 000,01 EUR

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

64214200 Telephone switchboard services

II.2.3. Place of performance

NUTS code: ES21 País Vasco

Main site or place of performance: ES21 - País Vasco

II.2.4. Description of the procurement

Gestión del servicio de Información y Atención de Lanbide

II.2.5. Award criteria

Criteria below

Quality criterion - Name: Propuesta de caso de uso / Weighting: 7,00

Quality criterion - Name: Modelo organizativo del servicio / Weighting: 5,00

Quality criterion - Name: Puesta en marcha y devolución del servicio / Weighting: 4,00

Quality criterion - Name: Modelo operativo del servicio / Weighting: 18,00

Quality criterion - Name: Gestión de contenidos y formación / Weighting: 8,00

Quality criterion - Name: Seguimiento y control de calidad / Weighting: 7,00

Cost criterion - Name: Precio / hora agente / Weighting: 51,00

II.2.6. Estimated value

Value excluding VAT: 8 000 000,01 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:

Cada prórroga tendrá una duración máxima de un año

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

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: 13/03/2023 Local time: 10:00

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, Basque

IV.2.6. Minimum time frame during which the tenderer must maintain the tender

Duration in months: 2 (from the date stated for receipt of tender)

IV.2.7. Conditions for opening of tenders

Date: 24/03/2023 Local time: 10:00

Place:

Sala de Conferencias

Information about authorised persons and opening procedure: Sobres B

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3. Additional information

VI.4. Procedures for review

VI.4.1.

Review body

Official name: Órgano Administrativo de Recursos Contractuales

Town: Vitoria-Gasteiz

Country: Spain

E-mail: oar@euskadi.eus

VI.5. Date of dispatch of this notice

15/02/2023