

**Spain-Palma de Mallorca: Customer services**  
**OJ S 69/2017 07/04/2017**  
**Contract award notice**  
**Services**

**Directive 2004/18/EC**

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Consorci de Transports de Mallorca  
National registration number: Q0700528C  
Postal address: c/ Eusebi Estada, 28  
Town: Palma de Mallorca  
Postal code: 07004  
Country: Spain  
Contact person: Àrea Jurídica  
For the attention of: Núria Perea Pau, Antònia Calvó  
E-mail: [nperea@consorcidetransports.com](mailto:nperea@consorcidetransports.com)  
Telephone: +34 971913194  
Fax: +34 971913192

**Internet address(es):**

General address of the contracting authority: <http://plataformadecontratacion.caib.es>

**I.2. Type of the contracting authority**

Body governed by public law

**I.3. Main activity**

Other: transportes

**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**

Contrato de servicios de información y atención al usuario del transporte público regular de viajeros de Mallorca.

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

Services  
Service category No 27: Other services  
NUTS code ES532 Mallorca

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

**II.1.4. Short description of the contract or purchase(s)**

Servicio de información y atención al usuario del transporte público regular de viajeros de Mallorca.

**II.1.5. CPV code(s)**

79342300 Customer services

**II.1.6. Information about the Government Procurement Agreement (GPA)****II.2. Total value of the contract/lot****II.2.1. Total value of the contract/lot**

Value: 1 437 550,17 EUR  
excluding VAT

**Section IV: Procedure**

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**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  
1. Económico. Weighting 70  
2. Técnico. Weighting 30

**IV.2.2. Information about electronic auction**

An electronic auction has been used: no

**IV.3. Administrative information****IV.3.1. File reference number attributed by the contracting authority**

CONABR2016000033

**IV.3.2. Previous publication concerning this procedure****Contract notice**

Notice number in the OJ S: [2016/S 249-459815](#) of 24.12.2016

**Section V: Award of contract**

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Contract No: 1

Lot title: Contrato de servicios de información y atención al usuario del transporte público regular de viajeros de Mallorca

**V.1. Date of conclusion of the contract**

16.2.2017

**V.2. Information about tenders**

Number of tenders received: 2

Number of tenders received by electronic means: 0

**V.3. Name and address of the contractor**

Official name: Opinómetro, S.L.

Country: Spain

**V.4. Information on value of the contract/lot**

Initial estimated total value of the contract/lot:

Value: 3 234 487,89 EUR

excluding VAT

Total value of the procurement:

Value: 1 437 550,17 EUR

excluding VAT

#### **V.5. Information about subcontracting**

The contract is likely to be subcontracted: no

### **Section VI: Complementary information**

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#### **VI.1. Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds:  
no

#### **VI.2. Additional information**

#### **VI.3. Procedures for review**

##### **VI.3.1. Review body**

Official name: Tribunal Administrativo Central de Recursos Contractuales

Postal address: Avenida General Perón, 38

Town: Madrid

Postal code: 28020

Country: Spain

Internet address: <http://tribunalcontratos.gob.es>

##### **VI.3.2. Review procedure**

##### **VI.3.3. Service from which information about the review procedure may be obtained**

Official name: Consorcio de Transportes de Mallorca

Postal address: c/ Eusebi Estada, 28,1º

Town: Palma

Postal code: 07004

Country: Spain

E-mail: [nperea@consorcidetransports.com](mailto:nperea@consorcidetransports.com)

Telephone: +34 971913191

Fax: +34 971913192

##### **VI.4. Date of dispatch of this notice**

3.4.2017