

Spain-Canarias: Installation services of communications equipment

OJ S 74/2023 14/04/2023

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Ayuntamiento de Adeje

National registration number: P3800100D

Postal address: Calle Grande, 1

Town: Canarias

NUTS code: ES709 Tenerife

Postal code: 38670

Country: Spain

Contact person: Victor Manuel

E-mail: contratacion@adeje.es**Internet address(es):**Main address: <http://www.ayuntamientodeadeje.es>**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://community.vortal.biz/PRODPublic/Tendering/ContractNoticeManagement/Index>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://community.vortal.biz/Public/contract-notice-view/PT1.NTC.2343245/>

I.4. Type of the contracting authority

Other type: AdministracionLocal

I.5. Main activity

General public services

Section II: Object

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

contrato administrativo de servicios que tiene por objeto el servicio de atencion multicanal a la ciudadanía del municipio de Adeje

Reference number: 10H172002

II.1.2. Main CPV code

51300000 Installation services of communications equipment

II.1.3. Type of contract

Services

II.1.4. Short description

El servicio de Atención telefónica a la Ciudadanía nació con el objetivo de ofrecer a la ciudadanía información municipal de forma sencilla y rápida. Es un servicio que ha ido evolucionando dentro de un proceso de mejora continua, a fin de ofrecer un servicio municipal cercano, eficiente y de calidad. Por este motivo, han surgido nuevas necesidades en la atención a la población, en cuestión de canales de atención y nuevos procedimientos para facilitar la tramitación de cada vez un mayor número de gestiones municipales

II.1.5. Estimated total value

Value excluding VAT: 906 995,19 EUR

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

64200000 Telecommunications services, 79510000 Telephone-answering services, 79511000 Telephone operator services, 79512000 Call centre

II.2.3. Place of performance

NUTS code: ES709 Tenerife

Main site or place of performance: C/ Grande 1 38670 Adeje

II.2.4. Description of the procurement

Toda la información se encuentra el PCAP y PPT

II.2.5. Award criteria

Criteria below

Quality criterion - Name: Calidad (Subjetivo) / Weighting: 10,000000

Quality criterion - Name: Calidad (Subjetivo) / Weighting: 5,000000

Quality criterion - Name: Calidad (Subjetivo) / Weighting: 5,000000

Quality criterion - Name: Calidad (Subjetivo) / Weighting: 2,000000

Quality criterion - Name: Calidad (Subjetivo) / Weighting: 3,000000

Quality criterion - Name: Calidad (Subjetivo) / Weighting: 40,000000

Price - Weighting: 35,000000

II.2.6. Estimated value

Value excluding VAT: 906 995,19 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:

Una posible prórroga de 2 años

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

List and brief description of selection criteria:
Según lo establecido en el anexo I del PCAP

III.1.3. Technical and professional ability

List and brief description of selection criteria:
Según lo establecido en el anexo I del PCAP

III.2. Conditions related to the contract

III.2.3. 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

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: 15/05/2023 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

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

Duration in months: 3 (from the date stated for receipt of tender)

IV.2.7. Conditions for opening of tenders

Date: 15/05/2023 Local time: 10:01

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 Contrato Públicos de la Comunidad Autónoma de Canarias

Postal address: Avda Jose Manuel Guimera 10 Edificio Uso Multiple II Planta 6ª

Town: Canarias

Postal code: 38003

Country: Spain

VI.5. Date of dispatch of this notice

10/04/2023