

Spain-Donostia-San Sebastián: Customer-care services

OJ S 87/2021 05/05/2021

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Ayuntamiento de Donostia-San Sebastián

National registration number: P2007400A

Postal address: Servicio de Salud Pública y Bienestar Animal

Town: Donostia-San Sebastián

NUTS code: ES212 Gipuzkoa

Country: Spain

E-mail: kontratazioa@donostia.eus

Telephone: +34 943481639

Internet address(es):

Main address: <http://www.donostia.eus>

Address of the buyer profile: <https://www.contratacion.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/w32-kpeperfi/es/contenidos/anuncio_contratacion/expjaso38298/es_doc/es_arch_expjaso38298.html

Additional information can be obtained from the abovementioned address

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

I.4. Type of the contracting authority

Regional or local authority

I.5. Main activity

General public services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Servicios de gestión de la Oficina Municipal de Información al Consumidor (OMIC) de Donostia-San Sebastián

Reference number: 2020/074

II.1.2. Main CPV code

79342320 Customer-care services

II.1.3. Type of contract

Services

II.1.4. Short description

Servicios de gestión de la Oficina Municipal de Información al Consumidor (OMIC) de Donostia-San Sebastián.

II.1.5. Estimated total value

Value excluding VAT: 330 578,52 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: ES212 Gipuzkoa

Main site or place of performance: ES212 - Gipuzkoa.

II.2.4. Description of the procurement

Servicios de gestión de la Oficina Municipal de Información al Consumidor (OMIC) de Donostia-San Sebastián.

II.2.5. Award criteria

Criteria below

Cost criterion - Name: Criterio a valorar mediante la aplicación de fórmulas / Weighting: 20

II.2.6. Estimated value

Value excluding VAT: 330 578,52 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:

Dos.

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

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: 03/06/2021 Local time: 23:59

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: 16/06/2021 Local time: 11:00

Place:

Ayuntamiento.

Information about authorised persons and opening procedure: Personas de la mesa.

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: Órgano Administrativo de Recursos Contractuales

Town: Vitoria-Gasteiz

Country: Spain

E-mail: oararc@euskadi.eus

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

Official name: Contacto Técnico

Postal address: C/ Ijentea, 1, 20003 Donostia-San Sebastián (Gipuzkoa)

Town: Donostia-San Sebastián

Country: Spain

Telephone: +34 34943481000

Internet address: <http://www.donostia.eus>

VI.5. Date of dispatch of this notice

30/04/2021