

Spain-Seville: Communications system maintenance services

OJ S 90/2021 10/05/2021

Contract notice**Services****Legal Basis:**

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Sociedad Andaluza para el Desarrollo de las Telecomunicaciones, S. A.

National registration number: A41857988

Postal address: C/ Camino de los Descubrimientos, 17, 41092 Sevilla

Town: Sevilla

NUTS code: ES61 Andalucía

Postal code: 41092

Country: Spain

Contact person: Carmen Ibáñez Ruiz del Portal

E-mail: licitaciones.sandetel@juntadeandalucia.es

Telephone: +34 954544427

Fax: +34 955061019

Internet address(es):Main address: <https://licitaciones.sandetel.es>Address of the buyer profile: <https://juntadeandalucia.es/temas/contratacion-publica/perfiles-licitaciones/perfiles-contratante/detalle/EICE21.html>**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://juntadeandalucia.es/temas/contratacion-publica/perfiles-licitaciones/perfiles-contratante/detalle/EICE21.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

Other type: Entidad instrumental de la Junta de Andalucía

I.5. Main activity

Other activity: Telecomunicaciones y Sociedad de la Información

Section II: Object

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

Plataforma «contact center» Sandetel

Reference number: 21-00014

II.1.2. Main CPV code

50334400 Communications system maintenance services

II.1.3. Type of contract

Services

II.1.4. Short description

Servicios de plataforma «contact center» Sandetel: servicios básicos y servicios avanzados.

II.1.5. Estimated total value

Value excluding VAT: 3 712 859,96 EUR

II.1.6. Information about lots

This contract is divided into lots: yes

Tenders may be submitted for all lots

Maximum number of lots that may be awarded to one tenderer: 2

II.2. Description

II.2.1. Title

Plataforma «contact center» Sandetel: servicios básicos

Lot No: 1

II.2.2. Additional CPV code(s)

50334400 Communications system maintenance services

II.2.3. Place of performance

NUTS code: ES61 Andalucía

II.2.4. Description of the procurement

El lote 1 o lote servicios básicos, se compone de:

— canal de voz con funcionalidad ACD, con multiskill y multisite,

— IVR con funcionalidad DTMF,

— posibilidad de reconocimiento de voz ASR basadas en números, letras o palabras,

— posibilidad de estar provisto de TTS en español, con voces masculinas y femeninas,

— grabación de voz de las llamadas entrantes y salientes,

— módulo de informes en tiempo real e histórico,

— posibilidad de conectar agentes remotos fuera de la red corporativa,

— que la solución permita conectividad a través de ETL a la base de datos de informes en tiempo real e histórico,

— encuestas de satisfacción.

II.2.5. Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. Estimated value

Value excluding VAT: 1 737 887,03 EUR

II.2.7. Duration of the contract, framework agreement or dynamic purchasing system

Duration in months: 36

This contract is subject to renewal: yes

Description of renewals:

Por veinticuatro meses más.

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

II.2. Description

II.2.1. Title

Plataforma «contact center» Sandetel: servicios avanzados
Lot No: 2

II.2.2. Additional CPV code(s)

50334400 Communications system maintenance services

II.2.3. Place of performance

NUTS code: ES61 Andalucía

II.2.4. Description of the procurement

El lote 2 o lote servicios avanzados, se compone de:

- canal de voz con funcionalidad ACD, con multiskill y multisite,
- un único motor de enrutamiento para todos los canales y agentes,
- IVR con funcionalidad DTMF e integración con sistemas externos, con posibilidad de reconocimiento ASR, TTS y NLU,
- marcación automática saliente,
- canales digitales como email, chat, RR. SS. y WhatsApp,
- grabación de contactos independiente del canal tanto entrantes como salientes,
- módulo de informes en tiempo real e histórico,
- posibilidad de conectar agentes remotos fuera de la red corporativa,
- integración con sistemas externos, API o web service,
- que permita la conexión a través de ETL a la base de datos de informes en tiempo real e histórico,
- encuestas de satisfacción,
- gestión de buzones de voz.

II.2.5. Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. Estimated value

Value excluding VAT: 1 974 972,94 EUR

II.2.7. Duration of the contract, framework agreement or dynamic purchasing system

Duration in months: 36

This contract is subject to renewal: yes

Description of renewals:

Por veinticuatro meses más.

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 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.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2021/S 031-077266](#)

IV.2.2. Time limit for receipt of tenders or requests to participate

Date: 24/05/2021 Local time: 12:00

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.2.7. Conditions for opening of tenders

Date: 31/05/2021 Local time: 09:00

Place:

Esta fecha se modificará en el Perfil del Contratante de Sandetel.

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: yes

VI.2. Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Tribunal Administrativo de Recursos Contractuales de la Junta de Andalucía

Postal address: Registro General de la Consejería de Hacienda y Administración Pública, c /Juan Antonio Vizarrón, s/n, Sevilla. Sede: c/ Inca Garcilaso, 3, edificio Expo, Isla de la Cartuja (Sevilla)

Town: Sevilla

Postal code: 41092

Country: Spain

E-mail: tribunaladministrativo.contratos@juntadeandalucia.es

Telephone: +34 671530856

Fax: +34 955515041

Internet address: <https://juntadeandalucia.es/temas/contratacion-publica/recurso/administrativo.html>

VI.4.2. Body responsible for mediation procedures

Official name: Sandetel

Town: Sevilla

Country: Spain

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

Quince días desde la publicación.

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

Official name: Sociedad Andaluza para el Desarrollo de las Telecomunicaciones, S. A.

Postal address: C/ Camino de los Descubrimientos, 17, 41092 Sevilla

Town: Sevilla

Postal code: 41092

Country: Spain

E-mail: licitaciones.sandetel@juntadeandalucia.es

Telephone: +34 954998427

Internet address: <https://juntadeandalucia.es/organismos/empleoempresaycomercio/sandetel.html>

VI.5. Date of dispatch of this notice

05/05/2021