

Spain-Valencia: Customer-care services
OJ S 98/2019 22/05/2019
Contract award notice – utilities
Services

Legal Basis:

Directive 2014/25/EU

Section I: Contracting entity

I.1. Name and addresses

Official name: Ferrocarrils de la Generalitat Valenciana

Postal address: Partida de Xirivelleta, s/n

Town: Valencia

NUTS code: ES España

Postal code: 46014

Country: Spain

Contact person: Unidad de Adquisiciones

E-mail: contratacion_fgv@gva.es

Telephone: +34 961924137

Internet address(es):

Main address: www.fgv.es

I.6. Main activity

Recreation, culture and religion

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Gestión del centro multicanal de atención al cliente de FGV

Reference number: 18/054

II.1.2. Main CPV code

79342320 Customer-care services

II.1.3. Type of contract

Services

II.1.4. Short description

Gestión del centro multicanal de atención al cliente de FGV.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 225 087,56 EUR

II.2. Description

II.2.2.

Additional CPV code(s)

79510000 Telephone-answering services

II.2.3. Place of performance

NUTS code: ES España

II.2.4. Description of the procurement

Gestión del centro multicanal de atención al cliente de FGV.

II.2.5. Award criteria

Quality criterion - Name: Oferta técnica evaluable por juicio de valor / Weighting: 40

Cost criterion - Name: Oferta económica evaluable automáticamente (fórmula) / Weighting: 60

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: [2018/S 166-379583](#)

IV.2.8. Information about termination of dynamic purchasing system**IV.2.9. Information about termination of call for competition in the form of a periodic indicative notice****Section V: Award of contract**

Contract No: 18/054

A contract/lot is awarded: yes

V.2. Award of contract**V.2.1. Date of conclusion of the contract**

15/05/2019

V.2.2.

Information about tenders

Number of tenders received: 3

The contract has been awarded to a group of economic operators: no

V.2.3. Name and address of the contractor

Official name: Corvan Servicios Integrales, S. L.

Town: Valencia

NUTS code: ES España

Postal code: 46019

Country: Spain

Telephone: +34 961977641

The contractor is an SME: yes

V.2.4. Information on value of the contract/lot

Total value of the contract/lot: 225 087,56 EUR

V.2.5. Information about subcontracting**V.2.6. Price paid for bargain purchases****Section VI: Complementary information**

VI.3. Additional information**VI.4. Procedures for review****VI.4.1. Review body**

Official name: Tribunal Administrativo Central de Recursos Contractuales

Town: Madrid

Country: Spain

VI.5. Date of dispatch of this notice

20/05/2019